



Practice Communication Policy

At Your Health Clinics we strive to provide easy and equitable access to our health care services. To facilitate this, we offer 24-hour online access to our appointment booking system, as well as face to face and telehealth communication options.

Your Health Clinics work by appointment only and while we will always assist in the case of medical emergencies and will offer next available appointments where possible, we are not a walk-in clinic and cannot provide immediate face to face or telehealth access to doctors and nurses.

Our friendly administration staff will be your first point of contact and are trained to triage your call, this may require follow up questions to most appropriately determine the urgency of your health needs. Our administration team can also provide you with up-to-date clinic information and policies, assist you to manage your appointment booking and ensure that you can access the care that you require.

Your Health Clinics can provide services via the following pathways:

Face to face consultations – appointments with our doctors, nurses, visiting specialists and allied health are available on request.

Telehealth consultations and communications - appointments with our doctors, nurses, administration team or visiting specialists and allied health may be available in certain circumstances, please discuss with our administration team if this option is suitable for you.

Result only consultations – it is our practice policy that results can only be provided by a doctor, follow up consultations may be face to face or via telehealth, please discuss these options with your doctor at the time when investigations (pathology or radiology) are referred for.

Fax communications - all incoming faxes received are reviewed and actioned by the appropriate doctor or staff member. Where the allocated doctor or staff member is not available and the communication requires urgent follow up, an alternative doctor or staff member will review and action this in a timely manner. All outgoing faxes are sent with the individual clinics cover sheet which includes recipient details and a confidentiality and privacy notice.

Mail communications – all incoming mail is received, reviewed and then actioned by the appropriate doctor or staff member. Where the allocated doctor or staff member is not available and the communication requires urgent follow up, an alternative doctor or staff member will review and action this in a timely manner.

Website – Your Health Clinics has a central website which includes information about all locations, as well as links to our online booking system. We strive to ensure that our website is up to date and includes our clinic details, contact information, opening hours, doctor profiles, booking and fee information. If you have any queries or believe that any of this information is incorrect, please do not hesitate to contact us.

Please note that if another person can access your mail, emails or mobile phone than Your Health Clinics cannot guarantee the confidentiality of these communications.



Email communications – emails are not a secure form of communication and Your Health Clinics do not utilise email to communicate with patients without their consent. We advise that any communication directed to Your Health Clinics via email may not be secure and confidential. If a patient chooses to contact the clinic via email this is at their own risk and this communication will be considered as patient consent to reply via email.

SMS communications– Your Health Clinics utilise SMS for appointment reminders and confirmation, as well as health reminders and recalls. Your Health Clinics utilises Hot Doc which in addition to providing an online booking system, provides automatic reminders via SMS. If you prefer not to be contacted via SMS, please contact our administration team who can assist you to opt out of this system.

Letter communications – Your Health Clinics may send letters to patients from time to time. These may include updates re services we offer at our clinics, health reminders and recalls. If you prefer not to receive SMS reminders and recalls or if we have not been able to get in contact with you, our clinic will follow up with a letter to your last known address.

Your Health Clinics will update the communication policy depending on the current available government health advice and guidelines, our staff will endeavour to provide relevant updates as appropriate.

To ensure that we can provide timely and effective service we appreciate if you can provide our administration team with up-to-date contact details at your next appointment or as these details change.

