



Pty.Ltd. ACN 006 552 334

ABN 26 006 552 334

Communication Policy and Procedure:

Our practice endeavours to provide patients with to access to timely advice or information about their clinical care via the telephone. The urgency of a patients needs are determined promptly. We aim to communicate effectively over the telephone and use simple straight forward language and check that the patient has understood what has been said.

Electronic communication within the Yarrawonga Medical Clinic is limited for patients. SMS reminders are sent and patients can email through our website. www.yarrawongamedicalclinic.com.au. Emails are checked multiple times a day.

Our practice staff document all verbal or electronic communication in the patients file.

Our practice aims to ensure all patient messages or other communications including emails that require subsequent follow up by a doctor or other staff members are responded to in a timely manner.

Our aim to facilitate optimal communication opportunities with our patient. Patients who do not speak English are offered the choice of using the assistance of a language service.