

EMAIL POLICY

POLICY

This policy outlines Railway Road Medical Centre's approach to the use of email. Emails in general unless they are from a Government Database, password protected or encrypted are the only safe forms of email.

GUIDELINES

Many people use emails as a form of communication. All staff members, health professionals, practice partners and patients need to be aware that unless they use one of the above safe forms of email, then we need to take precautions to protect the privacy and confidentiality of the contents of any email.

Employees of Railway Road Medical Centre must observe the principles of integrity, professionalism, privacy, confidentiality and impartiality when sending or receiving an email from either a patient/other healthcare provider or a third party. To do this, employees need to:-

- Receive an email and if it does not request any information from us, pass on to the appropriate Practice Team member or Principal GP for their information.
- First receive an email from their email address to verify that it is correct. That email must state the information requested from us and also the consent of the patient/other healthcare provider or third party for us to send the information to their email address.
- Once received and confirmed as a correct email address, a copy of their email is to be scanned and recorded on the patients file in the Correspondence In clearly noted as "Consent Obtained".
- The requested information can then be sent by clicking on "Reply" on the top of their email ensuring that the information is only going to the requesting email address. A copy of all documentation that was sent is to be recorded and scanned into the patient file in Correspondence Out.



G02 / 25 RAILWAY ROAD, QUAKERS HILL *(OPPOSITE TO QUAKERS HILL STATION) NSW - 2763