

EMAIL POLICY

CURRENT AS OF 9TH DECEMBER 2021

This policy applies to all employees of Beacon Family Healthcare.

OVERVIEW

Our email address is reception@beaconfamilyhealthcare.com . You can use this email address to communicate with our practice, including all of our doctors and staff, subject to the warnings discussed below.

We aim to respond to emails within five business days of receipt. If you require a more urgent response, please call us on 03 9087 3565 to ensure we address your query sooner.

BOOKING, CHANGING OR CANCELLING APPOINTMENTS

Please do not email us with requests for appointments or changes to appointments. Instead, please phone us on 03 9087 3565 to book, change or cancel an appointment.

You can also book an appointment online using HotDoc (and if you do so you can change or cancel your appointment through HotDoc).

Unless you have opted out, you will receive an [SMS appointment reminder](#) the day before your appointment, and you can use the link in the SMS to change or cancel your appointment.

WARNING REGARDING THE SECURITY OF EMAIL COMMUNICATIONS

Please note that our email service is not encrypted, and therefore we cannot guarantee the security of our email communications. There is a risk that emails and/or attachments could be read by someone other than the intended recipient (for example, as a result of widespread hacking, or because someone accesses your email account).

For this reason, we discourage health providers from sending emails to us with personal information about patients, and we discourage patients from sending emails to us with their own personal information.

However, in certain circumstances, we may agree to email you with a response to a query and/or with information or documentation that you have requested which does include your health information, provided that you have confirmed that you have considered and accepted the risks associated with email communications. Before we do so, we will need to verify your identity and your email address. We may also require you to put into writing that you have considered and accepted the risks associated with email communications.

OTHER HEALTH PRACTITIONERS

We ask that other health practitioners **do not email us with personal information** about mutual patients (unless you have the patient's express consent).

We prefer to receive correspondence via secure messaging, such as HealthLink. Please avoid faxing or posting us correspondence if you are able to send via HealthLink.