



Hampden Health communication policy

Last updated: 22 March 2024

Telephone communication

Hampden Health may contact you via telephone calls, text messages and/or email to confirm or notify you of recalls requiring your attention, changes to your scheduled appointment and, optionally, health promotion reminders.

Our practice offers telephone consultations. However, not all medical services can be provided over the phone. The doctor may request for you to attend for an in-clinic appointment instead.

Text messages from our practice are generated securely using our booking's platform called HotDoc. Messages require you to enter information to confirm your identity before the details can be read. For more information about the security systems in place with HotDoc, please visit their website: <https://practices.hotdoc.com.au/security/>.

Telephone calls from patients will not generally be put straight through to the doctor as they are usually attending to patients throughout the day. Our friendly reception staff will be happy to take down messages and contact details to pass on to the doctor to action when they are available. Our doctors will usually respond on the same day or the next day they are scheduled to be in the clinic.

For any urgent medical problems, we recommend you attend your nearest emergency department.

Electronic communication

At Hampden Health, our doctors offer face-to-face, video and phone consultations only. We do not provide GP consultations via email or text messages.

Electronic communication is generally used only for correspondence of a non-sensitive nature. Whilst reasonable efforts are made to provide security via email communication, users should be aware that there are inherent risks in the transmission of information across the internet and as such may not be secure.

A patient may request for a copy of their results and/or correspondences to be sent to their email address during a consultation with a doctor. Results and correspondences must be discussed with one of our doctors before they are released. Please note our receptionists do not have the authority to release any results or correspondences if they have not been approved for release by one of our doctors. Documents are generally sent electronically in a PDF format with password protection.

While emails and facsimiles are reviewed on a daily basis during business hours, we kindly advise we can take up to 2 business days to respond to your query. If we have not responded to your email within 2 business days or for any urgent enquires, we recommend calling our clinic on 02 8457 7961 for immediate attention.

Translation services

At Hampden Health, we are able to access phone interpreters to facilitate consultations in other languages. If you require these services, informing the receptionist ahead of a scheduled appointment will allow our team to book and interpreter for the appropriate time slot.

Feedback

We are always trying to improve our service and welcome any feedback or complaint from our patients. Should you wish to provide written feedback, please send an email to info@hampden-health.com.