

TELEPHONE AND ELECTRONIC COMMUNICATIONS POLICY

The Doctors prioritise returning patient calls and/or electronic communication based on the urgency. This is usually done at the end of morning clinic (12:30pm -1.30pm) or the end of afternoon (5.30pm), unless deemed urgent.

RESULTS POLICY

Results are received at the practice via HealthLink, fax, email and post. Results are reviewed 1-2 times a day, with each result being labelled with one of the following headings.

No Action

- Results marked as no action, are normal and the doctor requires no further action by the patient.
- If asked by a patient, reception staff can disclose this type of result, however if the patient has any further questions, they will be advised they will need to make an appointment with the doctor.

Non-Urgent Recall

- Non-urgent recalls are for clinically significant results that the GP has identified as non 'high-risk', however require follow-up
- Patients marked for a non-urgent recall appointment are contacted the Practice Nurse. Patients for a Non-urgent recall are advised *'Your doctor has requested you make an appointment, in the following weeks, to discuss the results or your recent tests'*

Nurse-to-Advise

- Clinically significant results that are not high-risk and may require specific clinical follow-up and advice, without an appointment may be marked as 'Nurse-to-advise'.
- Specific instructions and documentation needs to be provided by the GP who has ordered the test, or checked the result, regarding the clinic advice and follow-up required.

Urgent Recall

Urgent recalls are for clinically significant results that are 'high-risk' (seriously abnormal and/or life-threatening) only.

- Patients marked for an urgent recall appointment are contacted by the nurse by phone and advised to return to discuss results *within 1 week* (depending on significance).

If concerned about results, patients are welcome to contact us at any time.