



**SUMMERS
FAMILY
PRACTICE**

COMMUNICATION POLICY

We aim to communicate with our patients in a respectful, safe and timely way. This guide explains how we manage telephone calls, appointments, electronic communication and your personal health information.

01

RECEIVING AND RETURNING TELEPHONE CALLS

Our reception team answers calls and helps connect you with the most appropriate care. Reception staff may ask brief questions so urgent concerns can be prioritised. Doctors return calls between consultations where clinically appropriate. Reception staff cannot provide medical advice but can pass messages to your doctor.

02

APPOINTMENTS, TRIAGE AND WALK-INS

When booking an appointment, reception staff may ask brief questions to help determine the most suitable appointment type, length and clinician. We offer face-to-face, telephone and telehealth consultations when appropriate. Walk-in patients may be seen for urgent concerns or when appointment availability allows. Our doctors will accommodate home visits for their regular patients if necessary.

03

INTERPRETER AND ACCESSIBILITY SUPPORT

Interpreter services are available if English is not your preferred language. Patients who are Deaf or hearing-impaired can access the National Relay Service (NRS) or AUSLAN interpreter services. Please let reception know if you require assistance.

04

ELECTRONIC COMMUNICATION

Email may be used for non-urgent administrative communication such as appointment queries or routine documents. Email is not monitored after hours and must not be used for emergencies. We aim to respond to administrative enquiries within two business days.

05

MANAGEMENT OF YOUR HEALTH INFORMATION

We treat your personal and health information with the utmost respect and professionalism. Our practice follows Australian privacy laws and RACGP standards to protect your information, including secure storage of records, restricted staff access and procedures to manage any privacy or data breaches.

06

FEEDBACK AND COMPLAINTS

We welcome patient feedback to help improve our services. You can speak with reception or the Practice Manager, email reception@summersfp.com.au, or submit feedback using the Feedback Form in the practice.

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