

RECALL AND CLINICAL REMINDER POLICY – PATIENT INFORMATION

Policy Statement

At Acacia Country Practice, we use an effective system for the follow up of patients' investigations and correspondence to support our staff deliver safe and high-quality care to our patients. We also contact patients to remind them of important health checks and upcoming appointments.

What are recalls

- Recalls are investigations and correspondence that our clinicians have reviewed and need to discuss with you.

What are Clinical Reminders

- Clinical Reminders are to remind you to follow up on important health checks including, but not limited to cervical, bowel & breast cancer screening, immunisation, other investigation required for specific health conditions.
- You may also receive reminders from the government who maintain a national register for some of these checks
- It is your responsibility to make an appointment to follow up on these checks.

How do we contact you

- You will receive a text message by SMS from hotdoc. – this is called a reminder (which is different to a clinical reminder above)
- The message you receive will not contain any clinical information, but rather a weblink that requires you to answer a basic question regarding your identity
- You will then be able to book an appointment with your regular doctor online
- At times we may send important 'Hotdoc' messages requesting you to book an appointment to discuss abnormal test results – please don't ignore such messages!
- If you have not contacted us or booked an appointment by the required time we will send a letter to make sure you have received the message.

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What if I don't want or can't be contacted by SMS

- You can opt out of SMS when you register to be a patient or at any time by advising us in writing or by email. We will contact you by phone calls and post if required to advise you of important recalls.
- If you are unable to receive SMS because of your phone service or other reasons our electronic messaging system will advise us and we will attempt to contact you by phone & post if required.