

Email Policy

Purpose

This policy explains how Norton Summit Medical Centre uses email to communicate with patients while protecting the privacy and security of personal health information.

Email is not a secure form of communication and should not be used for urgent or time-critical medical matters. Although we take reasonable steps to protect information sent electronically, there is always a risk that emails may be intercepted, delayed or sent to an incorrect recipient.

Our Approach

Norton Summit Medical Centre is committed to protecting your privacy in accordance with the **Privacy Act 1988 (Cth)**, the Australian Privacy Principles and the **RACGP Standards for General Practices**.

Where possible, clinical information exchanged with other healthcare providers is sent using secure clinical messaging systems rather than standard email.

When You Can Email Us

Our email service is intended for **administrative enquiries only**, including:

- General enquiries
- Non-urgent requests
- Updating your contact details
- Providing requested documents
- Other administrative matters

Emails are monitored during normal business hours only and responses may take up to **2 business days**.

Please Do Not Use Email For

Email must **not** be used for:

- Medical advice
- Urgent health concerns
- Emergencies
- Appointment requests, cancellations or changes
- Prescription requests
- Referrals
- Medical certificates
- Test results
- Any matter requiring an immediate response

If your matter is urgent, please telephone the practice. In a medical emergency, call **000** immediately.

Sending Personal Health Information

Where clinically appropriate and with your consent, we may send documents such as referrals, care plans or medical certificates by email.

Before sending personal health information, we will take reasonable steps to verify your identity and confirm your preferred email address.

By requesting information be sent by email, you acknowledge that:

- Email is not completely secure.
- Information may be intercepted, delayed or accessed by unintended recipients.
- Once an email leaves our systems, we cannot guarantee its security.

If you do not wish to receive information by email, printed copies can be collected from the practice.

Security Measures

To help protect your information, Norton Summit Medical Centre:

- Verifies patient identity before releasing personal information.
- Confirms recipient email addresses before sending sensitive information.
- Uses secure clinical messaging wherever possible for communication with other healthcare providers.
- Uses spam filtering, antivirus protection and secure email transmission technologies where available.
- Maintains strict staff confidentiality obligations and privacy training.
- Records clinically relevant email correspondence in your medical record where appropriate.

Response Times

Email is not continuously monitored.

While we aim to respond within **2 business days**, response times may vary depending on staff availability and the nature of the enquiry.

If your enquiry is urgent, please contact the practice by telephone.

Privacy

Any personal information collected through email will be managed in accordance with our Privacy Policy and applicable privacy legislation.

Email correspondence that forms part of your healthcare may be retained within your medical record.

Contact Us

Norton Summit Medical Centre
Phone: 08 8390 3492
Email: info@nortonsummitmc.com.au