



Surf Beach Surgery

Communication Policies

Confidentiality

Surf Beach is a fully accredited general practice. This is your guarantee of a quality service. The practice maintains a password-protected electronic database of patient health records. Results from pathology and radiology tests are transmitted to the practice via secure electronic messaging and integrated into a patients' health record automatically. Signed consent forms are essential before any patient health information will be transferred.

Every employee of this practice is aware of the privacy policy and has signed a privacy statement. This privacy statement continues to be binding even if an employee finishes working here.

Patient Identifiers

When on the phone, or in email communications, our team are required to use 3 identifiers to ensure we are speaking with the correct patient, and we do not discuss medical information with anyone is not authorised. These identifying information points could include:

- Name
- Date of birth
- Address
- Phone number
- Medicare card number

Email Communication

Electronic communications with patients is not part of our standard procedure. Surf Beach Surgery does not accept that sending unencrypted patient information by email is safe. We do understand that from time to time, sending requested information electronically to a patient is necessary, and when this is the case, we ask that you firstly email our practice at admin@surfbeachsurgery.com.au requesting the information you are requiring, so then when permission is given to send this information through, it will be attached and replied to the email that was originally sent ensuring the address is correct.

Surf Beach Surgery will never send your information via unencrypted email to another health provider.

Telephone Communication

When speaking with our staff on the phone, our staff will endeavour to discuss only pertinent information to ensure patient confidentiality.

Our phones are operational from 9am-1pm, and 2pm-5pm Monday-Thursday, and 9am-1pm and 2pm-3pm on Fridays.