

Email/Post mail Policy and Procedure

Current as of: June 2025, to be reviewed June 2026

A comprehensive policy to ensure safe handling of written correspondence regarding Patients Medical care sent to Quairading Medical Practice. This policy provides guidelines for the practice team and the community as to what is, and importantly what is not, acceptable to receive via mail/email and the procedure to follow in the instance we do receive it.

Introduction

This policy was created to mitigate risk to patient medical care/privacy when receiving written communication from patients/third parties whilst maintaining confidentiality and ensuring patient safety.

It is intended to provide clear guidelines to the practice team as to why this policy is in place, what to do when the policy is breached and how/how often we revise/advertise the policy to the community.

Health information is considered one of the most sensitive types of personal information. The Privacy Act 1988 (Privacy Act) provides extra protection around the collection, use or disclosure of health information, reasonable steps must be taken to protect the information transmitted and the privacy of the patient.

Policy content

Quairading Medical Practice recognizes the practice team requires access to email and understands it is one of many lines of contact for receiving clinical correspondence and administrative correspondence to assist in the efficiency of administration and safe delivery of healthcare services to our patients.

Quairading Medical Practice has reviewed the risk and concluded we cannot safely receive correspondence regarding patient care via mail/email due to.

- Potential of missed correspondence.
- Emails can easily be sent to the wrong recipient, leading to unauthorized disclosure of healthcare information which may have far-reaching consequences for the individuals impacted.
- Email is often accessed on portable devices, such as smart phones, tablets, and laptops, which are easily lost or stolen.
- Emails can be forwarded or changed without the knowledge or consent of the original sender.
- Email is vulnerable to interception.

In the instance reception receives written correspondence from a patient and/or third party they will send the below generalized automated response -

"Thank you for contacting Quairading Medical Practice, if you are experiencing a Medical Emergency, please call 000.

Please be advised that we do not accept email correspondence from patients/friends/relatives regarding:

- Appointment bookings/cancellations
- Medical/Clinical questions, requests and/or correspondence relating to individuals medical care as per our email policy.

This is due to the potential of delayed/missed correspondence that could have consequences for patient health.

We are more than happy to assist you - Please telephone us directly on 9645 1210.

Quairading Medical Practice is open:
Monday to Thursday 8:30am - 12:30pm and 1:30pm - 5:00pm
Fridays 8:30am – 12:00pm

*** Due to patient privacy concerns all correspondence received will be immediately destroyed ***

If requested, provide the sender with a copy of this email policy to provide any further clarification.

This Policy is a part of the induction process for new employees, so they are aware of the potential implications and precautions required to be taken to protect patient privacy.

Policy review statement

This policy will be reviewed every 12 months to ensure it reflects the current processes and procedures of Quairading Medical Practice and current legislation requirements.



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