

Email Policy

Please be advised that during the [COVID-19](#) pandemic, we have relaxed our email policy, as we have assessed that the security risks of email are outweighed by the benefits of reducing the need for patients to come to the clinic to collect documents.

If you prefer to not receive emails from us, please let us know. You will need to collect all scripts, referrals, and other documents from our reception.

Otherwise, if your doctor offers to email a script, referral, or other document to you during your consultation and you agree to us doing so, you will be deemed to have accepted the security risks associated with emails.

Our email address is: lavertonmedicalcentre@gmail.com You can use this email address to communicate with our practice, including all our doctors and staff, subject to the warnings discussed below.

We aim to respond to emails within three business days of receipt. If you require a more urgent response, please call us on 03 9369 5711 to ensure we address your query sooner.

BOOKING, CHANGING OR CANCELLING APPOINTMENTS

Please do not email us with requests for appointments or changes to appointments unless you wish to cancel an appointment and our reception is closed. Instead, please phone us on 03 9369 5711 to book, change or cancel an appointment.

WARNING REGARDING THE SECURITY OF EMAIL COMMUNICATIONS

Please note that our email service is not encrypted, and therefore we cannot guarantee the security of our email communications. There is a risk that emails and/or attachments could be read by someone other than the intended recipient (for example, as a result of widespread hacking, or because someone accesses your email account).

For this reason, we discourage health providers from sending emails to us with personal information about patients, and we discourage patients from sending emails to us with their own personal information.

However, in certain circumstances, we may agree to email you with a response to a query and/or with information or documentation that you have requested which does include your health information, provided that you have confirmed that you have considered and accepted the risks associated with email communications. Before we do so, we will need to verify your identity and your email address. We may also require you to email us confirming that you have considered and accepted the risks associated with email communications, or we may send you a link which is password protected.

OTHER HEALTH PRACTITIONERS

We ask that other health practitioners **do not email us with personal information** about mutual patients (unless you have the patient's express consent).

We prefer to receive correspondence via secure messaging, such as Argus, Health Link. Please avoid faxing or posting us correspondence if you can send via one of these messaging systems.