



GOOD STREET MEDICAL CENTRE

[Email and Internet Privacy 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 info@goodstreetmedicalcentre.com.au. You can use this email address to communicate with our practice, including all of our doctors and staff, subject to the warnings discussed below.

We aim to respond to emails within three to five business days of receipt. If you require a more urgent response, please call us on 02 9633 7033 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 0296337033 to book, change or cancel an appointment. You can also [book an appointment online](#) using Health Engine (and if you do so you can change or cancel your appointment through HealthEngine)

Unless you have opted out, you will receive an [SMS appointment reminder](#) the day before your appointment, and you can use the link in the SMS to change or can cancel your 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 Health Link or Medical Objects. Please avoid faxing or posting us correspondence if you are able to send via one of these messaging systems.

FEEDBACK

Good Street Medical Centre is committed to listening and responding to feedback from our patients. This enables us to further improve the quality of services we deliver. If you have any feedback you would like to share with us, please email us at info@goodstreetmedicalcentre.com.au. Please note that this process can take up to 30 working days depending on the subject matter of your feedback.

Alternatively, you can phone us on:

02-9633 7033

or write to us at:

Patient Feedback

Suite 1-3, 2 Good Street

Westmead, NSW, 2145

However, if you are dissatisfied and want to take your concerns further, you may contact the Health Care Complaint Commissions by writing to Locked Bag 18, Strawberry Hills, 2012.

MODIFICATION

- The date the policy is due for review no greater than two years from the date of endorsement
- The Good Street Management team is responsible for reviewing this policy regularly and the practice staff will be notified of any update or changes during team meetings or via work emails.