

Recalls and Reminder System

At Ermington Family Medical Practice, we are committed to providing proactive and preventative care. As part of this commitment, all patients are included in our recall and reminder system. This system helps us notify you about important health services, including:

- Check-ups and screenings
- Immunizations
- Health Assessments
- Care Plans
- Care Plan Reviews

These reminders are tailored to your healthcare needs to ensure you stay on track with your health goals.

If you prefer not to participate in this system, please inform our reception team, and we will update your preferences accordingly.

We aim to help you maintain optimal health by staying informed and supported throughout your care journey.

Getting the Results of Tests or Procedures

Your doctor will advise you when to expect the results of any tests or procedures.

- **Notification System:** If your results indicate something that requires discussion, you will receive a text message prompting you to schedule a follow-up appointment.
- **Normal Results:** If your results are normal and no further action is needed, you may not receive a text message.
- **Missed Results:** Occasionally, results may not reach the practice due to unforeseen circumstances. For this reason, it is always advisable to schedule a follow-up appointment after completing any test or procedure to confirm and discuss your results even if you do not get a message

To ensure confidentiality, reception staff cannot provide test results over the phone. Your health and privacy are our utmost priority, and follow-up appointments are an important part of your ongoing care.

Privacy and Security of Personal Health Information

At Ermington Family Medical Practice, we are committed to protecting the security and confidentiality of your personal health information.

- **Information Security:** Your health records are maintained securely and are only accessible to authorized members of our staff.
- **Privacy Principles:** Our practice complies with the 10 National Privacy Principles as outlined in the Australian Privacy Act. For more details, visit www.privacy.gov.au/health/index.html.

Complaints and Feedback

We value your feedback as it helps us improve the care and services we provide.

- **Providing Feedback:** We may invite patients to participate in anonymous surveys to share their thoughts on our services. This helps us understand “how we are doing” and identify areas for improvement.
- **Raising Concerns:** If you are unhappy with any aspect of your care, we encourage you to speak directly with your doctor or receptionist. We are committed to resolving your concerns promptly and effectively.
- **Written Feedback and Complaints:**
 - Complaint Forms are available at reception for patients who wish to express their concerns or suggestions in writing.
 - All feedback is handled confidentially by our Practice Manager and principal GP who will attempt to respond promptly to every communication. You may also email the Practice Manager at practicemanager@efmpractice.com.au
- **External Complaints:** If you feel your concerns cannot be resolved within the practice, you can contact the **NSW Health Care Complaints Commission:**
 - Address: Locked Mail Bag 18, Strawberry Hills NSW 2012
 - Phone: **1800 043 159** (Toll-Free)
 - Email: hccc@hccc.nsw.gov.au

We appreciate your input and remain committed to providing high-quality, patient-centered care.

Social Media Policy

This policy governs the use and management of all social media channels operated by **Ermington Family Medical Practice**, including but not limited to Facebook, Instagram, LinkedIn, and Google My Business.

- **Content Moderation:** Ermington Family Medical Practice reserves the right to remove any content at its discretion to maintain a respectful and professional environment.
- **Monitoring and Response:**
 - Reasonable attempts will be made such that social media platforms are regularly monitored to ensure prompt responses to reviews or complaints.

- The practice aims to engage with patients and the community in a timely and constructive manner.
- **Compliance with AHPRA Regulations:**
 - Ermington Family Medical Practice complies with the **Australian Health Practitioner Regulation Agency (AHPRA)** National Law, which prohibits the use of testimonials in advertising health services.
 - Reasonable steps will be taken to remove testimonials or comments that advertise health services, including those referring to individual practitioners.
- **Third-Party Platforms:** The practice is not responsible for removing unsolicited testimonials or comments posted on third-party websites or social media platforms that it does not control.

This policy ensures that Ermington Family Medical Practice's social media presence remains compliant with regulatory standards while fostering a positive and informative community engagement.

URGENT calls and Telephone Access Policy

- **Urgent Calls:** If your call is extremely urgent, please inform the receptionist immediately so that we can prioritize it.
- **Contacting a Doctor:** Doctors in the practice can be contacted during normal opening hours. If the GP is with another patient, a message will be taken, and our reception staff will inform you when to expect a return call.
- **Emergency Calls:** In the case of an emergency, your call will always be directed to a GP for immediate assistance. Please let the receptionists know in obvious terms that you may be dealing with an emergency

AI Scribing Tools in Primary Care Policy

At **Ermington Family Medical Practice**, we are committed to incorporating innovative technologies to enhance patient care while maintaining high standards of accuracy and confidentiality. As part of our ongoing efforts to streamline clinical documentation, we may use **AI-powered scribing tools** to assist in transcribing patient encounters.

- **Purpose:** AI scribing tools are designed to assist in the accurate and efficient documentation of patient interactions, allowing healthcare providers to focus more on patient care. These tools help improve workflow efficiency by capturing clinical notes in real time, reducing the time spent on administrative tasks.
- **Data Privacy and Security:** We prioritize patient privacy and comply with all relevant privacy laws, including the **Australian Privacy Principles**. We will use only those tools which will store the data securely, and strict access controls will be in place to protect sensitive patient information.
- **Accuracy and Review:** Although AI tools are designed to improve accuracy, human oversight remains essential. Clinical staff will review and verify the AI-generated notes to ensure they reflect accurate patient information and clinical decisions.

- **Transparency:** Patients will be informed that AI technology is used for clinical documentation purposes. If you have concerns or questions about this technology, please feel free to ask your healthcare provider.
- **Ethical Considerations:** AI tools will be used in a manner that respects the professional judgement and expertise of healthcare providers. These tools are not intended to replace human decision-making but to enhance the efficiency and quality of care provided.

By integrating AI scribing tools into our practice, we aim to improve clinical efficiency, reduce administrative burden, and ensure that our healthcare providers can spend more time focusing on delivering high-quality care to our patients.