

At Ermington Family Medical Practice, we strive to provide clear and secure communication channels for all patients and healthcare providers. Please note the following guidelines for email communication:

1. Appointments

- **Do not use email to request appointments.**

All appointment bookings must be made by phone or in person at the practice reception.

2. Medical Information and Clinical Questions

- **Do not send medical information or clinical questions via email** unless specifically advised by a doctor or receptionist.
 - Email is not managed on an ongoing basis and is not suitable for clinical communications.
 - Any medical inquiries or discussions must take place during a booked appointment with a doctor.

3. Preferred Methods of Communication with Specialists

- Our preferred method for communicating with specialists is **HealthLink**, a secure electronic system widely used for sending results and letters.
- If HealthLink is not available, **fax** is the alternative option for communication.

4. General Communication

- Email is reserved for general, non-clinical inquiries only. For urgent matters or immediate assistance, please contact the practice directly by phone.