



EMAIL POLICY

Introduction

This policy outlines the policy relating to the use of email by healthcare practitioners and staff (“team”) within St James Family Medical & St James Specialist (the “facility”).

Business use

Emails are provided to assist the team to carry out their duties, with the purpose of providing efficient and safe delivery of healthcare services to patients. Use of the email by the team who access email through the course of their duties is permitted and encouraged where this supports the business needs of the facility as well as healthcare providers and their patients.

Email guidelines

The email addresses used at the facility are:

- info@stjamesfamilymedical.com.au for reception staff. This account is the primary account used for patient correspondence and communication with other third-parties e.g. other healthcare providers
- nurse@stjamesfamilymedical.com.au for the practice nurse. This account is utilised for ordering of vaccines, samples and other requirements of the treatment room
- manager@stjamesfamilymedical.com.au for the practice manager. This account is used for supervisor and business duties and is the primary account used for suppliers and confidential information relating to staff.

Emails relating to patient care should not be sent directly to personal accounts of providers. All correspondence should be sent to the reception email and it will then be saved in Best Practice and allocated to the relevant provider for review. This ensures a safeguard against documents relating to patient care being missed or omitted from the patient’s record.

The @info email address has an auto-reply set to:

- acknowledge receipt of the email
- advise the timeframe the sender can expect a response by
- provide instructions on where to seek urgent medical attention e.g. call 000 or attend the nearest emergency department

All email addresses will use a signature that includes the

- name of sender
- facility name
- facility contact details
- email disclaimer as follows:

DISCLAIMER: The information contained in this email (including attachments) is intended only for the use of the person(s) to whom it is addressed as it may be confidential and contain legally privileged information. If you are not the intended recipient you are hereby notified that any perusal, use, distribution, copying or disclosure is strictly prohibited. If you have received this email in error, please immediately advise us by return email and delete the email document. This notice should not be removed.

Emails will be responded to within 2 business days. If you require immediate action regarding the nature of your email, please phone our facility on 9352 2910 during open hours.

If you require urgent medical attention please call 000 or attend your closest emergency department.

Privacy Warning: Email is not a secure form of communication, and confidentiality cannot be guaranteed. Please be aware that your personal information could potentially be compromised or accessed by someone other than the intended recipient. Patients communicating through email do so at their own risk. By sending an email to info@stjamesfamilymedical.com.au, the facility considers this as patient consent to provide an emailed response.

Personal use

The practice supports the right of team members to have access to reasonable personal use of email communications in the workplace using the devices and networks provided at the facility.

Limited personal use is permitted where it:

- is infrequent and brief use
- does not interfere with the duties of the team
- does not interfere with the operation of the facility
- does not compromise the security of the facility
- does not impact the facility's electronic storage capacity
- does not decrease the facility's network performance e.g. large email attachment
- does not incur any additional expense for the facility
- does not violate any legislation
- does not compromise any confidentiality requirements for the facility

Team members may not use the email access provided by the Practice to:

- create or exchange messages that are offensive, harassing, obscene or threatening
- visit websites containing objectionable (including pornographic) or criminal material
- exchange any confidential or sensitive information held by the facility, unless in the course of performing work duties
- create, store or exchange information in violation of copyright laws
- use internet-enabled activities such as gambling, gamine, conducting a business or conducting illegal activities
- create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email
- play electronic or online games in work time

Policy review statement

This email policy will be reviewed regularly to ensure it reflects the current processes and procedures of the facility and current legislation requirements. Team members will be provided with an updated copy of this policy upon each amendment.