

# GO2 Health EMAIL & SMS POLICY

Current as of: **March 2023**

We use email as a method of communication to conduct our business. If a patient has provided GO2 Health with their email address, it is deemed that consent for email correspondence has been provided. Should a patient wish to withdraw this consent, they should contact reception to have this recorded.

If you do not wish GO2 Health to communicate via email with yourself or relevant third parties on your behalf, GO2 Health will charge an administrative fee for each document produced where postage is required that would normally be communicated through email or SMS. You accept your responsibility for this fee by accepting our Privacy and Email Policies

Patients may choose to opt out of electronic communications for any of the following by contacting reception and completing the opt out form.

- Appointment reminders
- Clinical Communication
- Clinical reminders
- Health awareness

As per the GO2 Health Privacy Policy:

## Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification, or disclosure. We may hold your information in either electronic or hard copy form and comply with the Australian Privacy Principles.

As our website is linked to the internet, and the internet and email traffic is potentially inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

GO2 Health uses an email disclaimer notice on outgoing emails. The disclaimer is as follows:

*This email transmission is strictly confidential and intended solely for the person or organisation to which it is addressed. It may contain privileged and confidential information and if you are not intended recipient you must not copy, distribute or take any action in reliance on it. If you have received this email in error, please delete it then notify us on (07) 3355 5540 as soon as possible.*

Patients will be advised through the consent form and via our website that:

- Emails are monitored and actioned where possible within 3 business days
- Patients should not use email to contact the practice in the event of an emergency
- Patients should not use email to book or cancel an appointment (unless they are overseas). Online HotDoc booking services are available.
- Patients should not use email to request scripts or referrals. (This requires a booked appointment with the GP)

The Practice email account for patients and stakeholders for non-urgent communication with the practice is [ask@go2health.com.au](mailto:ask@go2health.com.au)

This email account is routinely monitored throughout the day by our team.

## Policy review statement

This policy will be reviewed regularly to ensure it reflects the current processes and procedures of GO2 Health and current legislation requirements.