



## Stonewall Medical Centre Email Policy

Our practice email for patients to communication with our practice is [mail@stonewall.com.au](mailto:mail@stonewall.com.au)  
Only appropriate non-clinical matters are dealt with via email.

Our email address can be used to send through simple and administrative communications ie: forms that are to be completed during your next consultation, to Doctors and staff. Please note this must not be used for urgent medical problems or to obtain health advice as it is not monitored continually.

Please also note the following will not be accepted or sent via email:

- Prescription requests
- Referral requests
- Appointment or cancellation requests
- Pathology requests or requests for pathology results
- Medical Certificates
- Any sort of medical advice

This email account will be checked throughout most business days by the Practice Manager. Email messages are forwarded to the appropriate team member for response within 48 business hours. If you email us on [Do not reply@stonewall.com.au](mailto:Do_not_reply@stonewall.com.au) you will receive an autoreply stating:

**This inbox is not monitored. If you are experiencing a medical emergency, please call 000 or present to your local Hospital Emergency Department.**

**If you wish to contact the Practice, please call us on 07 3857 1222 or speak with your Doctor in your next consultation. Stonewall Medical Centre is open Monday - Saturday.**

We request you NEVER use email communication for URGENT PROBLEMS. Please call the practice or attend your nearest Hospital Emergency Department or call 000.

Emails are not considered to be a secure form of communication, so confidentiality cannot be guaranteed even though our practice uses emails that are encrypted. If we receive an Email from you, we will assume you accept that email is an acceptable method of communication. We will not initiate contact with you via email unless you have given us your email address.

Communication of clinical information to and from healthcare providers is completed from within the practice's clinical software using a secure clinical messaging system such as Medical Objects. The use of a practice's clinical software means that a record of communication is automatically retained in the patient's medical record.

If we do email you, we will confirm your preference on sending the email password protected or not. Communication conducted with a patient via electronic means will be added to the patient's medical record by the team member resolving the enquiry.

We do not add email addresses to mailing lists unless requested by you, or disclose to third party, unless required by law.