



Maiden Gully Medical Practice Communication Policy

To establish clear protocols for effective communication via telephone and electronic methods, ensuring professionalism, confidentiality, and efficiency.

This policy applies to all staff at Maiden Gully Medical Practice.

Telephone Communication

1. Receiving Calls

- Answer calls promptly (within three rings) using a polite and professional greeting.
- Identify yourself and the practice name.
- Listen actively and help or take messages as needed.

2. Returning Calls

- Return all missed calls within 24 hours.
- Prioritize calls based on urgency and patient needs.
- Document call details for follow-up if necessary.

Electronic Communication

1. Email and Messaging

- Use secure and approved platforms for patient communication.
- Respond to patient inquiries within 1 business day.
- Keep messages clear, concise, and professional.

2. Confidentiality

- Ensure all electronic communications comply with privacy regulations.
- Avoid sharing sensitive information over unsecured channels.

3. Record Keeping

- Document significant electronic communications in the patient's medical record.

Review

This policy will be reviewed annually.