

*Hamilton Medical Centre*

# **Recalls and Reminders Policy**

# Hamilton Medical Centre – Recalls and Reminders Policy

## Introduction

Hamilton Medical Centre uses Best Practice and HotDoc to manage its recalls and reminders. These provide preventative healthcare to patients and a user friendly, secure way to alert patients to the Practice's need to contact them to advise of upcoming appointments, test results and other related issues.

## Purpose & objectives

This policy sets out guidelines for the use of the recalls and reminders system by the practice team, at Hamilton Medical Centre.

## Scope

This policy covers systems used to alert patients to upcoming appointments, recalls for test results and other issues, through the use of technology such as Best Practice and HotDoc.

## Policy Content

Our Doctors follow the guidelines for preventative care as outlined in the Royal Australian College of General Practitioners' Guidelines for Preventive Activities in General Practice. The guidelines are in line with the recommendations of organisations such as the National Health and Medical Research Council, the National Heart Foundation, and others.

This practice uses a 'Recall and Reminders' system to provide preventative care for its patients. This will assist in ensuring that important health checks are not forgotten and are performed on time. You will be reminded when it is time to visit your doctor for a check-up or as a follow-up to health risks that have previously been found.

The reminder system will include checks to help in the prevention or early detection of certain conditions such as diabetes, asthma, high cholesterol, and also for immunisation follow-up. In some cases, the reminders can also be sent from other places, e.g. the Government National Cervical Cancer Register or NSW Breast Screen, or the National Bowel Cancer Screening Program.

We will use the information from your health record to tell us the check-ups for which you are due and when you should visit your doctor to discuss the tests that are needed. The new privacy laws require that to obtain your consent to send to you these reminders. Your doctor will discuss with you the checks that may be necessary and will make a note on your record if you consent to be included in the recall and reminder system.

By allowing us to send you these reminders, you will help us to detect serious conditions early and to monitor known conditions. This can significantly improve the long term outcome for you. Even when you agree to be included in the recall and reminders system, you should still remember when you should be tested for certain conditions and should always contact your doctor to get the results of a test that has been performed.

We may not always be able to reach you, especially if you have moved and the contact information on your record has not been updated. Please discuss with your doctor any concerns you have or if you wish your doctor to make clear anything to do with the recall and reminder system.