

## RECALLS AND RESULTS POLICY

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The purpose of this policy is to provide the standards by which the practice will communicate and follow up on investigations the GP has initiated for the patient with a third-party service.

Third Party Services included but are not limited to:

- X-ray and Scan Provider
- Pathology Provider
- Sleep Study Clinics
- Mental Health Provider

Patients will be called about an investigation when a doctor has deemed it appropriate to investigate further or discuss results found. The Doctor will respond to an investigation by classifying it as normal or abnormal and then whether there will be No Action, Non-Urgent Appointment or an Urgent Appointment required.

Doctors will only contact patients to discuss a result if the investigation result requires urgent attention. Non-urgent recalls are coordinated through reception.

Reception will contact patients four times as soon as the doctor has evaluated the investigation reports. (the Non-urgent recall list is checked and dealt with daily during office hours).

### **1. Phone call**

**2. SMS, If the patient does not answer the phone then a SMS saying 'SILKY OAKS MEDICAL, 33969855 - <PtFirstName> please make a non-urgent appt to discuss recent results. Call or book online at silkymed.com.au' will be sent to them.**

**3. Letter – letters are sent to a patient if they have not responded to the SMS or calls from reception within 24 hours.**

**4. Registered Post – after two weeks if the patient has not replied a Registered letter will be sent**

If patients call reception to discuss results, they will not be informed of the outcome by reception. Unless the doctor has said 'normal' & 'no action'. If the patient has been recalled the Receptionist will inform the patient they need to discuss the results with a doctor and make an appointment to do this.