

Email Communication Policy

Our practice welcomes emails from patients and colleagues; however, we prefer telephone communication for all matters. Please note that appointments cannot be booked via email. To schedule an appointment, call our practice at (07) 3778 4371 or visit our website at www.topdoctors.au.

For urgent issues, do not use email. Instead, please call our practice or visit your nearest Emergency Department. While we utilize encrypted email for communication, it is not a secure method, and confidentiality cannot be guaranteed. By sending us an email, you acknowledge and accept this form of communication.

While we allow patients to seek advice or information electronically, this is only when the general practitioner determines that a face-to-face consultation is unnecessary. We will only respond to non-urgent inquiries and will not initiate electronic communication with patients, except for SMS appointment reminders. Any electronic communication received will also serve to verify that your contact details are accurate and up-to-date.

Telephone Communication Policy

Patients may contact our doctors during normal surgery hours. If a doctor is with another patient, a message will be taken by the receptionist, who will inform you when the doctor is likely to return your call. Messages will be recorded in the doctor's or nurse's column, along with a note regarding your request. Our staff can also send direct messages to the doctor/nurse through our software.

Patients will be advised that the doctor/nurse will respond to messages within a reasonable timeframe based on the nature of the request. We will confirm your contact details when taking the message. Please note that non-urgent messages may not receive a response on the same day but will be addressed the following working day when the doctor/nurse is available.