



RECALL AND REMINDER POLICY

Our doctors follow the guidelines for preventive care as outlined by the Royal Australian College of General Practitioners. 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.

As a result, this practice uses a “Recall and Reminder” system to provide preventive 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 by SMS or mail, when it is time to visit your doctor for a check-up. The reminder system will include checks to help in the prevention or early detection of certain conditions such as diabetes, high cholesterol and some cancers (cervical, breast and prostate cancer). It is also used for immunisation and health risk follow-ups.

Sometimes you may also receive reminders from other places or services e.g. the cervical screen register, national bowel screen register or Breastscreen.

When you have a test, your doctor will tell you how you can get the results e.g.: by phone or by a visit to the doctor a few days after the test. We may also send you a recall by SMS or mail to discuss your recent test results if you have not already organised a follow up visit.

We use information from your health record to tell us which check-ups are due and when you should visit your doctor to discuss your tests.

By allowing us to send you these reminders and recalls, you will help us to detect serious conditions early and to monitor known conditions. This can significantly improve your long-term health outcome. If you strongly object to receiving recalls or reminders, please discuss this with your doctor.

As we may not always be able to reach you, especially if you have moved or the contact information on your record has not been updated- it is your responsibility to remember when you should be tested for certain conditions. You should ideally always see your doctor to get the results of a test and most importantly ensure that your contact details are up-to-date.

Please feel free to discuss with your doctor any concerns you have about our Recall and Reminder system.