
Telephone and Electronic Communications Policy

Current as of: June 2025

At The Woods Medical Centre, our doctors prioritize returning patient calls and electronic communications based on urgency. Generally, non-urgent communications are addressed at the end of the morning clinic (between 12:30 PM and 1:30 PM) or at the end of the afternoon (5:30 PM). Urgent communications will be handled as a priority.

Results Policy

Current as of: June 2025

We receive patient results daily via secure channels including HealthLink, fax, email, and post. All incoming results are reviewed by our medical team one to two times a day. Each result is then categorised and managed according to its clinical significance:

No Action

- Results marked as "No Action" are considered normal and require no further follow-up or action from the patient.
- Our reception staff can disclose "No Action" results to patients upon request. However, if you have any further questions or concerns, we will advise you to schedule an appointment with your doctor for a detailed discussion.

Non-Urgent Recall

- "Non-Urgent Recall" applies to clinically significant results that your GP has identified as not "high-risk," but still require follow-up.
- Our Practice Nurse will contact patients marked for a non-urgent recall. You will be advised, "Your doctor has requested you make an appointment in the coming weeks to discuss the results of your recent tests."

Nurse-to-Advise

- "Nurse-to-Advise" is used for clinically significant, non-high-risk results that may require specific clinical advice or follow-up that can be provided by the nurse without a doctor's appointment.
- In such cases, the GP who ordered the test or reviewed the result will provide specific instructions and documentation outlining the required clinical advice and follow-up for

the nurse to action.

Urgent Recall

- "Urgent Recall" is reserved for clinically significant results that are classified as "high-risk" (meaning they are seriously abnormal or potentially life-threatening).
- Our Practice Nurse will promptly contact patients requiring an urgent recall by phone. You will be advised to return to the practice to discuss the results within one week, or sooner depending on the clinical significance.

If you have any concerns about your results at any time, please do not hesitate to contact us. Your health and peace of mind are our priority.