

Criterion 1.1.2 Telephone and electronic advice

Patients of our practice are able to obtain advice or information related to their clinical care by telephone or electronic means where our GP(s) determine(s) that this is clinically safe and that a face-to-face consultation is unnecessary for that patient.

Indicators

- ☞ A. Our GP(s) and staff can describe our practice's policy on how they receive and return telephone calls and if applicable, electronic messages from patients (interview).
- ☞ B. For important communications, there is evidence of practice/patient telephone or electronic advice and information in our patient health records (health records review).
- ☞ C. Our practice has used patient feedback to establish whether patients are able to obtain advice or information related to their clinical care by telephone or if it is used – electronic means (patient feedback).
- ☞ D. Our practice information sheet describes our practice's policy on receiving and returning telephone calls and, if applicable, electronic communication (document review).