

Recall and Reminder Policy

The Doctors at Lavington and Thurgoona uses a "Recall and Reminder" system to provide preventive care for our patients.

This will assist in ensuring that important health checks are not forgotten and are performed on time. You will be reminded when it is time to visit your doctor for a check-up or as a follow-up to health risks that have previously been found. The reminder system will include checks to help in the prevention or early detection of certain conditions such as diabetes, high blood pressure, high cholesterol and forms of cancer - particularly cervical and prostate cancer.

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

Our doctors follow the guidelines for preventive care as outlined in the Royal Australian College of General Practitioners' Guidelines for Preventive Activities in General Practice. 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.

The new privacy laws require that we obtain your consent to send you these reminders. Your doctor will discuss with you the checks that may be necessary and will make a note on your record if you consent to be included in the recall and reminder system.

By allowing us to send you these reminders, you will help us to detect serious conditions early and to monitor known conditions. This can significantly improve the long-term outcome for you.

When you have had your test, you are required to contact our rooms to obtain the results. Where tests are normal, the staff will advise you that no action is required.

If your test is marked for Recall, you will be required to make an appointment to obtain any further information about your test. This is due to your doctor indicating that they need to discuss this result with you further or provide further follow up relating to the test result. You will be required to return within 10 working days, unless the doctor indicates otherwise.

Even when you agree to be included in the Recall and Reminder system, you should remember when you should be tested for certain conditions and should always contact your doctor to get the results of a test that has been performed. We may not always be able to reach you, especially if you have moved and the contact information on your

record has not been updated. Please do not ignore calls from our clinic or messages, as these only occur if necessary.

Please discuss with your doctor any concerns you have or if you wish your doctor to make clear anything to do with the Recall and Reminder system.