

## **Recalls and reminders**

We send our patients SMS messages about the following:

- Appointment reminders;
- Preventative health reminders; and
- Messages about test results and to follow up other important matters (also known as recalls).

We may also send e-mails

### **APPOINTMENT REMINDERS**

Our booking system is set up to automatically send you an SMS reminder the day before your appointment, unless you have opted out or do not have a mobile phone.

We ask that you kindly confirm your appointment by replying “YES” to the SMS, or you cancel the appointment by replying “NO”.

You can also click on the link in the message to confirm, cancel or change your appointment, or you can call us to do so.

### **PREVENTATIVE HEALTH REMINDERS**

We send SMS reminders as part of our practice’s commitment to preventative health care.

This includes reminders for annual [flu vaccines](#), [scheduled child immunisations](#), boosters for [travel vaccines](#), health assessments, blood pressure checks, cervical screens and routine tests.

We may also try to call you about them to advise that these services are available

### **RECALLS**

We send SMS messages to patients to follow up important matters, such as test results, routine injections, imaging tests etc

If you have opted out of receiving these reminders or you do not have a mobile phone, we will contact you about recalls by other means, as we have a duty to follow up important matters.

#### **OPTING OUT OF RECALLS AND REMINDERS**

If you would like to stop receiving recalls or reminders by SMS, please let our receptionist know so we can update your communication preferences in our system to turn them off.

#### **IF YOU ARE NOT RECEIVING RECALLS AND REMINDERS BUT WOULD LIKE TO**

If you are not receiving SMS reminders and/or recalls from us but would like to, please let our receptionist know. We may need to update your phone number or change your communication preferences in our system.