

## Using Email at Cranbourne Central Medical Centre

At Cranbourne Central Medical Centre, we understand that email is a convenient way for many patients to communicate with us. However, we also take your privacy very seriously. Because standard email is not encrypted, there are some risks to privacy. That's why we follow strict procedures, based on **RACGP (Royal Australian College of General Practitioners)** guidelines, to protect your information.

### 1. What You Should Know About Email Communication

- **Emails are not secure.** If you choose to contact us via email, please understand that standard email may be intercepted or accessed by unauthorised individuals.
- **We ask for your consent.** Before sending any personal health information by email, we will explain the risks and seek your written or documented consent.
- **Only trusted staff handle emails.** Access to our practice email accounts is restricted to authorised team members only.

### 2. Our Automated Email Response

If you email [reception@cranbournecentralmedical.com.au](mailto:reception@cranbournecentralmedical.com.au), you will receive this automatic reply:

*This is an automated response confirming that your message has been received. Our admin team will review your enquiry and aim to respond within 2 business days. Please note that response times may vary depending on the nature of your request and clinic workload.*

*If your message is urgent or relates to a medical emergency, please call us on (03) 5996 3188 or dial 000.*

*For prescriptions, appointments or medical certificates, please use our online booking system at [www.cranbournecentralmedical.com.au](http://www.cranbournecentralmedical.com.au) or the HotDoc app.*

### 3. How We Keep Your Information Safe

- **Secure access only.** Our emails are password-protected and managed by authorised team members.
- **Medical information is encrypted.** Where appropriate, we send documents through secure systems such as Best Practice with PIN protection.
- **Regular checks.** We routinely verify and update patient email addresses to avoid errors or misdirected messages.

### 4. Privacy and Compliance

In line with RACGP's **Privacy and Security Matrix**, our practice ensures email communication is classified as *Low to Very Low Risk* by:

- Having documented email policies and procedures
- Obtaining and recording patient consent
- Using verified email addresses
- Applying password and access protections

If you have any questions about how we use email or wish to give or withdraw consent for email communication, please speak to our reception team or email us directly.