



STREETLINK

COMMUNICATION PROCEDURE

Clients can contact the clinic between 9am and 5pm Monday to Friday on 8202 5950.

We apologise that we are not available outside of these hours. If you do need a GP outside of these hours, we suggest you contact the National Home Doctor Service on 13SICK (13 7425).

Email is not a secure form of communication and is not encouraged by Streetlink. Please be aware that any communication directed to the clinic via email is not secure and confidentiality cannot be guaranteed. If you choose to contact the clinic via email, this is considered patient consent for our staff to respond via email. Our staff endeavour to respond to email messages within 48 hours. If the matter requires urgent attention, please contact the clinic via telephone.

Faxes, results, emails, and letters received by the clinic that are client related are imported directly into the client's file to be reviewed and actioned by the doctor. Any urgent client related correspondence is handed directly to the doctor and if the doctor is not available, the nurse will review.

Our Facebook page is not intended for the provision of individual medical advice and the page is not regularly monitored for comments. If you have any queries or questions, please contact the practice via telephone.

A translator service is readily available via Translation and Interpreter Service (TIS). Please let our reception staff know if you require this service.

Our website is updated regularly and contains the practice contact details, location, opening hours and information regarding fees and services offered.