



# Violet Town Medical Clinic

46 Cowslip Street, Violet Town 3669  
Ph. 03 5736 4000 Fax. 03 5795 1134

31 Weir Street, Euroa 3666  
Email: [clinic@violetmedical.com.au](mailto:clinic@violetmedical.com.au)

## Communication Policy for Patients

**Telephone** – Patients can contact the practice between 8:30am and 5:00pm Monday, Tuesday, Wednesday, Thursday and Friday excluding public holidays by calling 03 57364000. Our reception staff may use a triage system to assess the urgency of the patients' needs and concerns. Our reception staff will also perform a three-point identifier check to ensure the correct patient chart is matched to the patient on the phone. Please note, it is often not possible to speak to the doctor at the time of calling. A secure message will be sent to the doctor who will return your call when possible; exceptions may be made if the matter is deemed to be urgent.

**Email** – email is not a secure form of communication. Therefore, it is not encouraged by Violet Town Medical Clinic to discuss your confidential health information by email. If you do choose to contact this clinic via email [clinic@violetmedical.com.au](mailto:clinic@violetmedical.com.au), this is considered as that you understand the risk related to internet communication and consent for our staff to reply via email. Our staffs endeavour to respond to email messages within 3-7 days.

**Online Form** – Patients can ask us general questions via our online form at <https://www.violetmedical.com.au/contact>

Online form is not a secure form of communication either. Therefore, it is not encouraged by Violet Town Medical Clinic to discuss your confidential health information by online form. If you do choose to contact this clinic via online form, this is considered as that you understand the risk related to internet communication and consent for our staff to reply via email. Our staffs endeavour to respond to online form messages within 3-7 days.

## Important Disclaimer:

Violet Town Medical Clinic always encourages patients to book proper consultations for specific medical advice.

Under no circumstances, the information given by our receptionists is considered as medical instruction on behalf of doctors.