

KON-TIKI MEDICAL CENTRE

Privacy policies

Kon-Tiki Medical Centre highly motivates patients to follow up for their results.

It is the policy of our centre to have all patients return for a consultation for their results, as we believe this enables the disclosure of essential information and enables the doctor to provide an explanation and discuss any further treatment plan.

Kon-Tiki Medical Centre doesn't allow results to be given over the phone.

Electronic requests are handled by the senior medical receptionist for follow up with the GPs.

Electronic requests can be sent via direct request to our reception email – reception@kontikimedical.com.au

Once the email request has been reviewed and verified and doctor's permission obtained. No patient information will be emailed, this is to avoid any breach to privacy and confidentiality policies.

Patients are advised that these electronic facilities is for incoming enquiries only as their confidentiality may be compromised with outgoing requests.

This also applies to information by fax unless we are assured that the information will be sent directly to a secure fax.

Calls from patients are not transferred to the Doctors due to privacy policies and interference in consultations. Staff will take your details and pass a message to your Doctor; the staff will only interrupt a consultation if the matter deems to be urgent.

Doctor's will return phone calls at their discretion or may request an appointment to be made.