

## Patient information regarding the use of Emails

Llangollen Health Centre will advise all patients that:

- We are unable to provide a reply by email unless the patient has previously provided their email address and their identity has been confirmed.
- If we do not hold an email address on file, we will be unable to reply via email and would request the patient to telephone the surgery on 01978 860 625
- Patients are responsible for ensuring the correctness of their email settings to enable a reply to be received in their email inbox.
- Email correspondence can be accessed by all surgery staff and will be stored and retained in accordance with our Retention Policy for medical records.
- Internet email accounts are not secure, and patients should be aware and take **personal responsibility** for the risks of emails being intercepted or 'hacked'.
- The practice recommends that patients use private email accounts and not a family or shared account for the purposes of communication with the practice.
- The Practice should make the patient aware of the parameters of how much contact can be conducted by email. The Practice will limit two way dialogue via email which risks becoming a 'virtual consultation' and instead direct the patient to make an appointment by phoning the Practice on 01978 860625..
- The Practice will reply to an email or contact the patient by phone within 5 working days and, if the patient has not received a response within this time to telephone the practice. The Practice has an automatic reply to emails enabled at all times. This directs the patient to an alternative contact methods. If an enquiry is urgent the patient should call the surgery on 01978 860625.
- Some routine appointments can also be booked via My Health Online and the patient should phone the surgery for advice on how to register. (This facility will be suspended during COVID-19 pandemic).