

Notification of Test Results

Health Plus General Practice respects our patients' confidentiality and the importance of test results. We have a policy and procedure in place to ensure you receive your results in a timely manner, with a clear follow-up plan when required.

What happens after you have completed the tests?

We will usually receive your results within one week of you completing the tests. Some test results may take longer. Your GP will normally advise when they expect to receive the results.

If your doctor deems your results **"urgent"**, you will receive a telephone call from either your GP or the on-call GP (if your doctor is away) to discuss further.

If your doctor deems your results **"non-urgent"**, you will receive a telephone call from our staff to arrange an appropriate follow-up appointment. We will notify you by email or mail if we are unable to contact you via telephone. A follow-up appointment is often required for explanation of results, discussion of treatment options, further medical assessments or referrals.

If your results are **"satisfactory"** and do not require a follow-up appointment, you will be notified via SMS or email; please let us know what your preference is.

We hope you understand that our receptionists do not have the authority to release the details of your results over the telephone.

What can you do to help?

- Please contact us if you have not received a response from us regarding your results after the expected time. We will endeavour to follow up for you.
- Please ensure your contact details with us are up-to-date.
- When you make a follow-up appointment, please be aware that test results are best followed up with the doctor who requested the tests when possible.

If you have any questions or concerns and would like to discuss this further, please call us on **1300 471 471** or come and talk to us!