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Guidelines for Electronic Communications

Due to the increasing number of emails that this practice is currently receiving, immediate response cannot be guaranteed. A large amount of clinical time is spent dealing with administrative tasks. This has a negative impact on quick and timeous responses to emails. Please be patient in this regard and allow a reasonable amount of response time for emails.

Furthermore, all forms of electronic consultation, including email and telephone communication, that require a response from a doctor will attract a fee in order to compensate for the time and resources spent on these communications. There is a tariff code/ fee structure to compensate for electronic consultations from the Medical Schemes Tariff coding system.

Electronic communication is mostly for administrative matters and should not be used for sensitive or confidential matters. ***In the case of emergencies, please call Helderberg Clinic on 021 841 1000.***

Prescriptions via email are only allowed if sent directly to pharmacies. Certain highly scheduled medications still require an original script instead of an electronic copy.

Please be reminded that an email cannot replace a face-to-face consultation. Generally, if the communication is longer than a few sentences, email is not the appropriate mode of communication. In such cases, a face-to-face consultation is advised.

There are some inevitable risks involved when using electronic communication. Although this practice always strives to maintain patient confidentiality, you should be aware that electronic communications may not always be private.

Electronic communication presents a risk of fraud and breach of confidentiality. It may be impossible for the receiver to verify the identity of the person sending such a message.

Electronic messages may contain viruses and may be damaged or changed in the process of transmission. If you send or receive email using a work email address, your employer may have the right to inspect or review your email. Electronic communication may be used as evidence in a court of law.

.Be assured that the best interests of the patient will always be kept in mind

