

Email Policy

Our email is monitored Monday – Thursday from 9am – 3pm, all emails outside of these hours will be actioned Monday-Thursday from 9am-3pm. We will endeavor to respond to your email within 24 hours of these times.

Emails should not be used for emergencies and or urgent matters, in case of a medical emergency please phone 000. If your email is of an urgent matter, please telephone the Clinic on 03 9742 5148.

It is our Policy, not to forward results, documents etc. via an email request as we are not able to ascertain the person requesting the information is the actual patient/parent etc. It is also important to note that due to the recent increased incidences of cyber hacking that email may not be a secure platform and any sensitive information such as name, date of birth, address, Medicare number etc., can be used for fraudulent activity if the email falls into the wrong hands. Wyndhamvale Health Care suggests that your email is password protected if you are sending any sensitive information, once you have sent your email, please contact the Clinic with the password.

If you require further information, please contact our Practice Manager on 03 9742 5148 during business hours.