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Communication and Call-Back Policy

Purpose

This policy outlines how EliteCare Health receives, manages, and responds to communications from patients, families, facilities, and external stakeholders to ensure timely, professional, and consistent responses.

Scope

This policy applies to all administrative and clinical staff of EliteCare Health involved in receiving or responding to phone calls, emails, and written correspondence.

Communication Channels

EliteCare Health accepts communication through the following channels:

- **Email:** info@ehealth.com.au
- **Phone:** (02) 8357 3367

These channels are monitored during standard business hours.

Response Timeframes

EliteCare Health aims to:

- Acknowledge and respond to emails and phone messages **within one (1) business day** where practicable.
- Prioritise urgent matters appropriately and escalate where required.

Response times may vary depending on practitioner availability, the nature of the enquiry, and clinical priorities.

Phone Calls and Voicemails

If a call is not answered immediately:

- Callers are encouraged to leave a clear voicemail message including:
 - Full name
 - Contact phone number
 - Reason for the call
- Messages are reviewed during business hours and returned as soon as practicable.

Email Communication

Emails sent to info@echealth.com.au are monitored during business hours. Where additional information is required or the enquiry relates to a clinical matter, the request may be forwarded to the appropriate practitioner or team member.

After-Hours and Urgent Matters

EliteCare Health does not provide continuous after-hours phone monitoring.

- For urgent clinical matters outside business hours, patients or representatives should contact the relevant aged care facility directly or seek appropriate emergency services.
- After-hours arrangements may vary depending on the treating practitioner.

Privacy and Confidentiality

All communications are handled in accordance with the Australian Privacy Principles. Personal and health information is only disclosed to authorised parties and managed securely.