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Email Policy

Effective Date: 1/7/25

Review Date: 1/7/26

1. Purpose

This policy outlines the acceptable use of email communication by staff at EliteCare Health. It ensures that email is used professionally, securely, and in compliance with privacy laws, especially regarding sensitive health information.

2. Scope

This policy applies to all employees, contractors, and authorised users of practice email systems who send, receive, or manage email as part of their duties.

3. General Email Use

- Email must be used for legitimate work-related communication only.
- All emails sent from our practice email account must reflect a professional tone and format.
- Personal use of email should be minimal and must not interfere with work responsibilities.

4. Privacy and Confidentiality

- Staff must take extreme care when sending emails containing personal or health information.
- Clinical or sensitive information must be sent using secure, encrypted email platforms where available (e.g. HealthLink or similar).
- Always verify recipient details before sending sensitive information.
- Never include patient information in the subject line of an email.

5. Security

- Do not open suspicious email attachments or click unknown links.
- Report phishing or suspicious emails to the designated IT/security contact.
- Passwords to email accounts must be kept confidential and meet security standards.
- Email accounts must be logged out or locked when not in use on shared devices.



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6. Retention and Recordkeeping

- Emails related to patient care or operational decisions must be retained according to EliteCare Health record management procedures.
- Important correspondence should be stored in secure patient management systems or central files, not solely in email inboxes.

7. Inappropriate Use

The following uses of email are prohibited:

- Sending or forwarding offensive, discriminatory, or inappropriate material.
- Using EliteCare Health email for personal business, political activity, or outside employment.
- Using email to harass or bully other staff or external parties.

8. Breach of Policy

Any breach of this policy may result in disciplinary action, including potential termination of employment, and where applicable, legal consequences.

9. Responsibilities

- All staff are responsible for following this policy.
- Management is responsible for providing access to secure systems and for regular training.
- The Practice Manager will review and update this policy as required.

Approved By: Siobhan DaVanzo – Practice Manager

Date: 1st of July 2025

Version: 1.0