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## Patient information - Understanding Test Results & Follow Up

### SMS Reminders – Why We Send Them

We may send SMS messages for 3 main reasons:

#### 1. Appointment Reminders

To remind you about upcoming appointments.

#### 2. Callbacks for test results and specialist/hospital letters requiring follow-up

To advise when your GP has reviewed your recent test results/correspondence and whether follow up is recommended.

#### 3. Clinical Reminders

These are reminders set up by your GP or nurse during consultations, such as:

- Repeat blood or imaging tests
- Cervical screening reminders
- Colonoscopy follow up
- Immunisation reminders
- Preventative health checks

You can choose to opt in or out of these SMS categories, however we strongly recommend remaining opted in for continuity of care and patient safety reasons.

You can check your SMS preferences anytime via the AMS Connect App. You can download the app here:

[Apple users](#) [Android users](#).

### Understanding Your Test Results Process

Every clinical situation is different. When your GP orders tests, it is always best to clarify:

- Whether follow up is recommended
- The expected timeframe
- Whether an appointment should be booked in advance

For each batch of results reviewed by your GP, you will usually receive an automated SMS. For example:

- A message for blood tests done at the same pathology provider
- A separate message for imaging scans done at the same radiology provider

This helps avoid overwhelming your inbox with multiple separate notifications.

Please allow up to 1 week for your GP to receive and review most routine results before contacting the clinic. Some specialised tests can take significantly longer to return.

### Types of Results Messages

Our automated results system broadly falls into 3 categories:

### **Normal Result**

No follow up required unless previously planned with your GP.

### **Abnormal Result – Urgent Follow Up**

Usually requires an appointment within 1-2 days.

### **Abnormal Result – Non-Urgent Follow Up**

Usually requires an appointment within 4 weeks.

Please note these are general safety recommendations only. If your GP has discussed a different plan with you during your consultation, please follow that advice.

If unsure, please contact the clinic and we can clarify with your GP.

### **Opening Your Results SMS**

For privacy and security, you will need to **enter your date of birth** to open the results message. Once you enter your date of birth and open the message, this creates a read receipt in your medical file. This lets us know that you have received and acknowledged the message.

### **Your Responsibility for Follow Up**

Patients are responsible for arranging appointments to discuss abnormal results. We strongly encourage booking a follow up appointment at the time your tests are ordered. This appointment can always be cancelled later if not required.

Where possible, it is best to follow up with the GP who ordered the tests to support continuity of care, although we understand this is not always practical.

Please note:

- Results appointments are generally privately billed and fees are time-based
- You are welcome to follow up with another GP at another clinic, please advise us if you do so

### **Our Safety Net Processes**

For urgent abnormal results:

- Our nurses will also attempt to call you directly

For non-urgent abnormal results:

- A second SMS reminder is sent if the first remains unread
- Reception will contact you after several weeks as a courtesy follow up if you have not booked an appointment
- Your GP will review the clinical significance and determine further action if you do not respond to our contact attempts

If multiple contact attempts are unsuccessful, a final notification may be sent advising that responsibility for follow up rests with the patient.

### **Accessing Copies of Your Results**

#### **My Health Record**

Most pathology providers upload results to My Health Record unless you have opted out.

#### **Via Our Website**

You can request copies of results through our [website](#). Please allow up to 5 business days.

If you require a copy of your results urgently, nurse phone appointments are [available](#) (fees apply).

## **Nothing Is Perfect - Feedback Is Welcome**

Automated systems improve efficiency and safety, but no system is flawless.

Please contact us if:

- You have not received any results SMS more than 1 week after testing
- You are unsure whether your booked appointment is soon enough
- Your contact details have changed
- Something doesn't seem right

We appreciate patient feedback as we continue refining our systems and improving communication.