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Before ordering tests, GP discusses with patient: 1.) Purpose of tests 2.) When test results will be available 3.) If any follow-up appointments required GP orders tests (bloods, swabs, radiology etc.) Patient completes tests ordered Patient receives SMS about outcome of test. Note: If patient DOES NOT receive this SMS within expected timeline as discussed previously with GP, patient to call clinic and check

Patient to action outcome of tests as directed by the SMS or as **planned with the GP**.

URGENT

Urgent SMS Sample:

URGENT

Dear XXX, your recent test results or correspondence from XXX have returned, and your doctor would like to discuss them with you as soon as possible. Please book an appt in the next 1-2days. Thank you, TheCraneGP 90883258

Patient to call clinic to book an appointment AS SOON AS POSSIBLE.

Nurse will also follow-up with patient if appointment is not booked in.

*PLEASE NOTE: Standard fees apply for all consultations to discuss results.

NON URGENT

Non-urgent SMS Sample:

1st ATTEMPT

Dear XXX, your recent test results or correspondence from XXX have returned, and your doctor would like to discuss them with you within the next 4 weeks.

Please book an appointment online at www.thecranegp.com.au or via your AMS Connect mobile app.

If you have booked one, please disregard this message.

Standard consultation fees apply for results discussion.

Thank you, The Crane General Practice 03 9088 3258

Patient to call clinic to book an appointment within the next 4 weeks, UNLESS GP has advised otherwise.

NO ACTION REQUIRED

No-Action-Required SMS Sample:

Dear XXX. Your doctor has reviewed your recent results or correspondence from XXX. No further follow-up is needed unless you already have an appointment planned with your doctor.

If you continue to have symptoms, or would like to discuss your results further, please keep your appointment or book online at www.thecranegp.com.au

If GP has advised a follow-up appointment either way, patient to **KEEP APPOINTMENT**.

If patient still has symptoms or would like to discuss results with GP, patient to book an appointment.