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Patient information - Email Communication

We aim to keep communication clear, safe and efficient. Email can be useful for some administrative matters, but it has important limitations you should be aware of.

When to use email

You may email us for:

- Documents requested by your GP, nurse or reception
- Non-urgent administrative matters
- Information we have specifically asked you to send

When NOT to use email

For your safety, email is not suitable for clinical matters. We cannot respond to:

- New symptoms or medical concerns
- Requests for medical advice or treatment
- Interpretation of test results

Please book an appointment with your GP instead.

Urgent matters

Email is not monitored continuously and is not suitable for urgent or time-sensitive issues.

If your matter is urgent, please call us on 03 9088 3258 or attend your nearest Emergency Department.

Appointments

Appointments cannot be booked, changed or cancelled via email.

Please use:

- Our [website](#)
- [AMS Connect app](#)
- Phone: 03 9088 3258

Forms and paperwork

Forms (e.g. insurance, employer, gym or medical certificates) require a GP appointment.

Please book an appointment first, then email your form with your appointment details.

Emails without appointment details may not be processed and may be deleted after 5 business days.

Repeat prescriptions and referrals

Please use our online forms for repeat [prescriptions](#) and [referrals](#) where available.

If unsure, contact our reception team.

Test results

- Non-urgent results: request [online](#) or check [My Health Record](#)
- Urgent or same-day requests: book a [nurse phone appointment](#)
- If another provider ordered your test, contact them directly

Response times

We aim to respond to emails within 3–5 business days where appropriate.

If your matter is urgent or relates to an upcoming appointment, please call us to ensure timely care.

Privacy and security

Email is not always a secure form of communication.

We take steps to protect your information, including:

- Limiting sensitive information sent via email
- Using secure methods where required e.g. password protection

By communicating with us via email or asking our team to communicate with your care team via email, you acknowledge these limitations and the risks involved.

Important reminders

- Emails are not monitored in real-time
- Emails may be deleted after 5 business days
- Email should not be relied on for urgent care

Questions about email communication? Speak to your GP or our team anytime.