

## Practice Policy for Results

The surgery receives your results 2-7 days after you have your test or investigation done (some tests may take longer). If results are severely abnormal the Doctor of the company interpreting your test will call our Doctor instantly to prevent any issues during time. Once received, our doctor will look at the results.

To receive your results your Doctor recommends that: (Dr please delete / circle as appropriate)

- If the results are normal the Doctor and surgery will NOT contact you.
- A follow up appointment has already been made on \_\_\_\_\_
- Please make a follow up appointment \_\_\_\_ days after having the test done.
- The Doctor, nurse or clinic will call you once the Doctor has seen your results to give you a plan.
- If you have NOT been contacted by the surgery \_\_\_\_ days after having the test or investigation done, PLEASE contact the surgery to chase the results.

If the surgery does contact you, they will attempt to call you 2 times and will then send a letter. Therefore, please ensure the surgery has up to date contact information. It will be your responsibility to make an appointment to discuss the results once contacted.

If you would like to discuss your results, or your condition has changed or you have questions, please call the surgery to make an appointment at least 72 hours after you have had the test done (Call sooner if you are deteriorating).

If you call the surgery to chase your results or make an appointment, the receptionist may ask WHAT test you had done, WHEN and WHERE. This ensures the results are available to the doctor when you see them. Please note the receptionists **cannot** access your results, email you results, give results or discuss results over the phone, you need to request an appointment with the Doctor.