



Dear valued patient,

As a part of our ongoing endeavour to provide high quality healthcare, we are undertaking our annual 'patient file review', to identify any errors or areas for improvement.

As a result, it has come to our attention that some of your 'data' (your details, such as your emergency contact, next of kin, allergies, ethnicity, etc.) is not recorded in your file.

This is nothing to be concerned about, as is common, and can occur for a number of reasons, such as:

- ▶ We may not have *needed* a specific kind of information at the time you became a patient at Your Doctor - there may not have even been a place to enter that information on our medical software.
- ▶ Human error - our receptionists are pretty amazing, but like all of us, make the occasional mistake (hard to imagine, I know!) and may have incorrectly entered information, or missed it entirely.
- ▶ You may have become a new patient of Your Doctor using HotDoc - although a fantastic and reliable system, we do not have complete control of what information this app/website requests, nor can we entirely control how and where this information is stored on our medical software.
- ▶ You may have become a new patient of Your Doctor by calling to make an appointment, during COVID-19, or more specifically, during a lockdown - this made it very difficult for our administrative staff to obtain the large amount of information we usually get, when we couldn't be face-to-face or properly hear each other in our masks and face shields!

It would be greatly appreciated if you could call us (9707-3999) or email us (info@yourdoctor.com.au) when you have a spare moment, so we can check exactly what is missing in your file, and update it accordingly. Alternatively, next time you book an appointment, let us know you received this correspondence, and we can resolve at that time.

Thank you for continuing to choose Your Doctor, and for your help in this matter.

Best wishes,
Your Doctor