

Service improvement

Zac rang the HCSCC after contacting his doctor's surgery for some test results. He felt the receptionist was rude and unhelpful – he needed to know whether the test results were in so that he could request an appointment with the GP to discuss the results.

The HCSCC contacted the practice manager who stated that reception staff did not have password access to patients' records at a level at which would enable them to know whether a test had been undertaken and results received.

The management team in the practice reviewed the Royal Australian College of General Practitioner standards in relation to password access to records with a view to ensuring that staff would be able to respond to patients' calls, while at the same time protecting patient privacy.

The procedures were changed so that reception staff could advise patients whether test results had been received, but not the results of the tests.

The Practice Manager phoned Zac directly and apologised for what had happened. She thanked him for his complaint as it provided the opportunity for an improvement in the service given to patients. Zac was very satisfied with the outcome of his complaint.