

Kanwal Village Medical Centre

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Email and Social Media Policy

Introduction

Kanwal Village Medical Centre recognises that email is a critical tool of business; however there are a number of serious risks or consequences that may affect the company, its employees or patients if misused.

Social Media applications include, but are not limited to: Facebook, Instagram and google.

This policy sets out the appropriate standard of behaviour for all users of the practice email and social media platforms, including patients.

Email messages and messages through social media (website), must not contain material that is or could reasonably be considered offensive, defamatory, discriminatory or derogatory. Such inappropriate content would include but is not limited to:

- The display or transmission of offensive or sexually explicit material is strictly forbidden and will not be tolerated. This behaviour may lead to immediate termination of a patient relationship. The police also may be involved.
- Use of abusive and or threatening language
- Activities which could cause congestion and/or disruption of networks or systems
- Solicitation
- Any material that can be viewed as racist, pornographic, abusive or otherwise offensive.

These behaviours/actions are not acceptable and will not be tolerated. This behaviour may lead to immediate termination of a patient relationship. In some cases the police may be involved.

Security

Email and website messaging does not possess a guarantee of security. Where possible, highly sensitive or confidential documents should not be sent via email.