

Northern Health Specialist Outpatient Clinics

Information regarding our communication methods

How Specialist Outpatient Clinics will contact you

- There are a few different ways in which we will communicate with you about your appointment.
- We will either call, send a text message, email or you will receive a letter.
- The timeframe of your appointment will determine how we will communicate with you.
- If your appointment is within 24 hours we will call you and either send a text message or email.
- If your appointment is within one week we will send a text message or email.
- If your appointment is beyond 10 working days you will receive either a text message, email or letter.

Virtual Mailroom



We're going virtual!

You will start to receive important correspondence regarding:

- Referrals
- Appointment and Appointment Changes
- Planned Surgery & Endoscopy Bookings
- Invoices and Receipts

Directly to your mobile or Email.

No more waiting for the mail—stay informed with password protected and secure messages delivered straight to you from:



NorthrnHlth

noreply@virtualmail.nh.org.au

Are your contact details up to date?

Speak to our friendly Reception staff to ensure your contact details are up to date!

We're committed to making your healthcare experience easier and more convenient.



safekindtogether

Northern Health

www.nh.org.au