Q1. What is LiquidFiles?

A. *LiquidFiles* is a secure file transfer system for person-to-person email communication. *LiquidFiles* can be accessed in two ways: online or through an installed Outlook plugin. *LiquidFiles* works fast, just as you would expect with standard email.

Q2. What is a LiquidFiles FileDrop?

A. A FileDrop is a unique URL browser link used to request or transmit health information to Seymour Health. Seymour Health's secure electronic response to your request via the FileDrop ensures you do not need additional two-way authentication to open a file/s.

Q3. Why are fax machines no longer an electronic communication method with Seymour Health?

A. As the NBN rolls out, Seymour Health's analogue phone and fax lines are being replaced with the new digital network. Traditional fax machines are reliant on an analogue line which will no longer be available.

LiquidFiles has been identified as the preferred application and will be implemented by Seymour Health to transfer and receive all patient information via a *LiquidFiles* FileDrop.

Q4. What date is the change effective?

A. Thursday 31 March 2022.

Q5. What if I do not use a LiquidFiles FileDrop to request or transmit health information to Seymour Health?

A. If a *LiquidFiles* FileDrop is not used to request information, any files transmitted from Seymour Health will be done so using the *Liquid Files* application. The recipient will be required to use a form of two-way authentication to download and access a file/s.

Q6. What do I need to do if I receive a file/s from Seymour Health and need to open it?

A. Visit our website for information on how to transmit a request or receive health information using the *LiquidFiles* application.

Q7. What information needs to be transmitted by Seymour Health using LiquidFiles?

A. Seymour Health strives to ensure patient privacy and confidentiality is maintained at all times. Therefore, any health information that identifies a client needs to be securely transmitted.

Q8. What information can be transmitted without using LiquidFiles?

A. Information that is not health information and that cannot in any way identify an individual.

Q9. Is there any financial cost to receiving a file/s transmitted using LiquidFiles?

A. No. There is no financial cost to download and access a file/s received via Seymour Health's *LiquidFiles* application.