



After-Hours Service

Policy

This practice ensures reasonable arrangements for medical care, including the follow up of seriously abnormal and life-threatening pathology results for our patients outside our normal opening hours.

The arrangements for medical care outside normal opening hours including how to access this care and the possibility of out-of-pocket costs, is communicated clearly to patients of this practice.

In our practice, we offer after-hours care to patients of our practice by having a formal arrangement through a cooperative with our sister clinics and also having formal arrangements with an accredited medical deputising service. We also refer patients to call 000 or attend the nearest Accident and Emergency centre if the problem is urgent.

Feedback about the quality and timeliness of after-hours care provided to our patients by the after-hours service provider is obtained, and patient satisfaction with our after-hours service is regularly evaluated and improvements implemented if necessary. To facilitate continuity of care, we ensure any reports or notes pertaining to consultations occurring outside the normal opening hours, either by or on behalf of our practice, are incorporated into the patients' health records in a timely manner.

Our practice has provisions enabling pathology providers to contact a patient's general practitioner or other member of our medical team where significant and life-threatening pathology results are identified outside our normal opening hours.

Procedure

Our practice's normal opening hours are:

Myers Street: 8am – 8pm Monday-Sunday

The Cottage: 8am – 6pm Monday – Friday. Saturdays by appointment only (Closed Sundays)

Advice to our patients on how to access care during the after-hours period, including the potential for out-of-pocket expenses, is available:

- By our telephone answering machine message.
- In the practice information sheet,
- On a sign visible from outside the practice, and
- On our practice website.

For calls received after-hours, our practice has a comprehensive message on the answering machine that includes the practice's opening hours, details of the after-hours care arrangements in place (including a contact telephone number) and a recommendation to call '000' if the matter is an emergency.



In our practice, we offer after-hours care to patients of our practice by having formal arrangements through a cooperative with our sister clinics and having formal arrangements with an accredited medical deputising. Our formal arrangement is with **National Home Doctors who can be contacted on 13SICK (137 425)**

Our practice has provision through the opening hours of Myers Street and our linked database enabling pathology providers to contact a patients general practitioner or other member of our medical team where significant and/or life threatening pathology results are identified. Any correspondence or notification received about after-hours care provided to a patient of our practice is documented in the patient's health record.