

## After Hours, Home & Other Visit Policy

Westcare Medical Centre Thornlie supports its doctors in offering home visits at their own discretion.

Our GPs will only complete a home visit if it is deemed that it would be significantly detrimental to the patient's health if the home visit was denied. It is at the Doctor's discretion as to whether they deem a home visit to be necessary.

Thornlie Medical Centre Thornlie does not offer hospital appointments.

Patients will need to meet the following criteria to be eligible for home site visit:

- a. Current patient of Westcare Medical Centre Thornlie
- b. Live within 10km of our Thornlie clinic
- c. Patients outside 10km radius will be able to access **Telehealth consult only**
- d. Have a condition that would be deemed significantly detrimental to the patient's health if the home visit was denied (as triaged by GP)

**After hours Service - PLEASE CALL: NIGHT DOCTOR 1300 644 483**

Must be between the hours of:

Monday to Friday 6pm to 8.00am

Sundays & Public Holidays 2pm to 8.45am

### Procedure

Patients will be triaged by our After Hours Service staff to determine whether they meet After Hours service criteria, then transferred through to our on call GP.

GP will determine whether a telehealth consultation or a home visit is required.

### Fees for After-hours Service:

- FULL PRIVATE BILLING APPLY ALL PATIENTS

## Business Hours - Home visit request

**PLEASE CALL: 08 6186 6890**

### Procedure

Patients are required to contact the practice directly. If a patient should request a home visit, staff must obtain the following information to allow the Doctor to make their decision:

- Patients location/suburb
- Patient's Name
- Patient's DOB
- Patient's Complaint (as detailed as possible without invading their privacy)
- Patient's Contact Number

When asking the patient for details regarding their complaint, staff members should remember to advise the patient that they do not need to provide us with any information, however, the more information that they can provide, the easier it will be for their doctor to assess their situation. As soon as possible, the staff member is to provide the doctor with the information that they have obtained from the patient.

On reviewing the information, the doctor is to advise the staff member of their decision on attendance and the staff member is to advise the patient and schedule the visit, if necessary. In the event of a home visit, the doctor must advise the practice staff of the location and expected time/length of the visit. If the doctor does not return at the expected time and is uncontactable, staff must advise the local police. If the home visit is to occur outside of practice hours, the doctor is to advise the Principal GP of the location and expected time/length of the visit. The doctor is to contact the Principal GP immediately after the home visit to advise that they have safely departed the residence. Should the Principal GP not be able to contact the doctor at the expected time of departure, the police must be contacted to attend the residence.

**Private billing fees will apply to all.**