



HOME VISIT / AFTER-HOURS POLICY

Policy

Where safe and reasonable, our doctors offer home visits for regular patients of Reedy Creek Medical Centre if:

- Their condition prevents them attending the practice, such as acute or terminal illness, immobility or inability to access the practice facilities due to disability
- They reside in a location that is within 5km or 10 mins drive of the practice
- Enough notice has been given and prior arrangements have been requested and organized with the GP.
- Illness that is the nature that is clinically appropriate for home visit management. Normally with clinical phone triage which falls to cat 3-5.

Procedure

Although arrangements may have been made, availability on the day will depend on the practice's clinical triage status and favourable resources (such as enough staff/GPs). Patients will be notified ahead of time if changes to the appointment are required.

If the practice team receives a request for a home or other visit for the same day, the practice team will refer to the triage protocol to determine the urgency of the request. Where necessary, advice is sought from the patient's usual general practitioner.

If patients need a doctor to visit their home outside of our opening hours, they may contact National Home Doctor Service at 13 74 25 (13 SICK). This is a BULK BILL service that is available weeknights, weekends and public holidays. National Home Doctor will send a report the following day. These notes are then scanned into the patient's file for GP review.

Patients are made aware of this policy through:

- Receptionist
- Patient Information Brochure
- Website
- Practice "Hold" and "Night" Message