

SERVICE INFORMATION SHEET



REGISTERED OFFICES CONTACT DETAILS

T 134 100
F 1300 FAXHDS (1300 329 443)
W www.hellohomedoctor.com.au
E info@hhds.com.au

Qld:
PO Box 837 Redbank Plains Qld 4300

SA:
PO Box 118 Welland SA 5007

MEDICAL DIRECTORS

Qld:
Dr Hamid Taghipour FRACGP MD
Dr Muhammad Arshad FRACGP

SA:
Dr Alex Alexander FRACGP

*The Service is governed by our **Clinical Advisory Group** who play a significant role in providing clinical guidance with regards to patient care and outcomes within our Service.*

DOCTORS HOURS

Monday - Friday - 6pm till 8am

Saturday - 12 midday onwards

Sunday - 24 hours

Public Holidays - 24 hours

Call Centre is open 24 hours a day

For all emergencies please call 000 or go to your nearest hospital Emergency Department

Hello Home Doctor Service is a locally based after-hours service established to support the needs of our local community. Our Doctors care for you on behalf of your usual GP by providing home visits in the after-hours. We provide care when you cannot wait to see your regular GP the next morning or your condition is not serious enough to present to the Emergency Department.

Hello Home Doctor Service and its team of dedicated Doctors are committed to ensuring continuity of care by working in conjunction with General Practices, nursing homes and aged care facilities. A copy of the patient report is provided to your regular GP in a timely manner and we encourage all patients to make an appointment for a follow up consultation if your condition does not improve.

Continuity of Care

A patient report is completed for every patient seen by a doctor from Hello Home Doctor Service. We endeavour to send a copy of the patient report to your nominated general practitioner for their records. To help us keep your medical care continuous, we ask that you have the name of your general practitioner or medical centre available at the time of making a booking to see a doctor after-hours.

Evidence suggests that communication between a doctor and patient is improved when a good relationship exists between both parties and Hello Home Doctor Service feels that it is imperative to provide that relationship also.

Hello Home Doctor Service will contact your nominated GP to discuss any pathology or radiology tests. It is important that an appointment is made with your nominated GP to follow up any test results.

Commitment

Hello Home Doctor Service is committed to providing patients with expert after-hours health care in their homes. We provide care to all patients regardless of their gender, race, disability, Aboriginality, age, religion, ethnicity, beliefs, sexual preference or medical condition.

Patient care in the after-hours period is our Number 1 priority.

Service Delivery

Hello Home Doctor Service is an accredited Medical Deputising Service providing after-hours primary care to Patients at their home or in an aged care facility on behalf of their Regular GP.

Our operating hours are governed by the Department of Health and can only accept bookings between the hours of 6pm to 8am on weekdays, the hours before 8am and from 12 noon onwards on Saturday, all day Sunday and Public Holidays.

Whilst every effort is made for Patients to be seen in an appropriate timeframe, please understand that circumstances can arise where Doctors are held up with Patients. All emergencies will be referred to "000" or the nearest hospital for medical attention.

All calls will be triaged as per the Department of Health guidelines and Patients requesting a visit for clinical matters that are outside the scope of deputised care will be referred back to regular GP for follow up care. Examples of clinical matters that are outside the scope of deputised care include:-

- + Health promotion activity that requires ongoing care
- + Management of chronic disease
- + Procedures that require resuscitation facilities
- + Procedures that may need a Chaperone, good illumination or specific equipment
- + Certification i.e. Driving Licence medicals

Medical Information & Privacy

Hello Home Doctor Service believes that maintaining your privacy is as just important as maintaining your health, as such, your medical records are stored safely in our system. We follow the Australian Federal Privacy Laws and Standards for the private health sector. As your patient report is forwarded to your nominated General Practitioner or medical centre, we encourage you to contact your medical centre to access a copy of your patient health records.

We have a more comprehensive Privacy Act Policy that you are welcome to read upon request.

Billing Policy

Hello Home Doctor Service bulk-bills all patients registered with Medicare or Veterans Affairs (DVA). Alternatively, if not registered with Medicare but private health insurance (including international students with overseas student health cover – OSHC) is available with an accredited insurer, the payment will be processed directly via your healthcare provider. Accredited insurers include Allianz, Medibank, NIB, Bupa and AHM.

Otherwise, a payment of \$200 will be incurred and payment is required via credit card at the time of booking. We do not accept cheques.

Feedback

Hello Home Doctor Service encourages feedback. If you have any feedback please contact our Practice Manager at info@hhds.com.au, send a letter to our postal address or call our office during business hours on 134-100.

In the event your concerns have not been addressed satisfactorily, patients can bring the matter to the:-

Qld - Office of the Health Ombudsman by calling 133- 646 or by email complaints@oho.qld.gov.au

SA - Health and Community Services Complaints Commissioner. Phone: 08 8226 8666 Freecall: 1800 232 007 Email: info@hcscc.sa.gov.au

Contact

For all administration and general enquiries, please call 134-100 during business hours.

For any queries in relation to a recent after hours consultation provided, please contact the administration staff. Patients are encouraged to contact their usual GP if they require an appointment.

If any further assistance is required to understand any aspects of this Service Information Sheet, please contact the administration staff on 134-100.

IS AN ACCREDITED MEDICAL DEPUTISING SERVICE PROVIDER

**CALL
134-100**

Continuing your **GP Care**
in the **After Hours**

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