



CALL THE DOCTOR PRACTICE INFORMATION SHEET

Call the Doctor provides an after-hours primary care for the general public. We bulk bill patients that have a Medicare or Veterans Affairs card. The service is a Medical Deputising Service that provides professional after hours care. Call The Doctor utilises the extensive expertise and experience it has gained to provide doctors for patients after hours in the comfort of their home.

Our service currently has the following doctors working with us:

Dr Matthew Poxon, FRACGP - specialises in Family care and acupuncture

Dr Nevin Colgrave

Dr Natash Litjens

Dr George James

Dr Delfin Sansom

Dr Mahmood Al Nadeem

Dr Sateesh Yedlapalli

Dr Niraj Shekhawatia

The service is bulk billed to your Medicare card or Department of Veteran Affairs card.

If you do not have a Medicare or Veterans affairs Card then there is a \$300 call out fee, you will receive a receipt that can be used to make a claim on any travel insurance you may have. There may be a \$300 call out fee for consults between the hours of midnight and 8am. Patients will be informed of this at point of call.

Consults can vary in time depending on the complexity.

Our Operating Hours are as follows:

- Before 8:00am and after 6:00pm weekdays
- Before 8:00am and after 12:00pm Saturdays
- All day Sundays and public holidays.

During weeknights we start taking patient bookings from 6pm, on Saturdays we take bookings from 12pm noon. On Sundays and public holidays we take bookings 24 hours a day. If you call before this time please see your regular GP, if you cannot get an appointment please call back after 6pm.

Please call us on: 1800 22 55 84

Our central office is located at: 65 Letitia St, North Hobart

After our visit if you have any queries you are advised to see your normal General Practitioner. The clinical notes from our visit are sent to your nominated General Practitioner the day after your consultation. If any test are ordered then patients must

follow up with their regular GP to obtain the results. Full details about your privacy and health information can be found by emailing manager@call-the-doctor.com.au

For people with speech or hearing difficulties.

The National Relay Service is an Australia-wide telephone access service provided for people who are deaf or have a hearing or speech impairment.

National Relay Service – helpdesk

Phone: 1800 555 660

TTY: 1800 555 630

Email: helpdesk@relayservice.com.au

If you have a language barrier it is easiest if we have a family member present or on the phone to translate. If this is not possible then the Translating and Interpreting Service (TIS National) enables people with limited English proficiency to ask for language assistance when using the services.

Translating and Interpreting Services – helpdesk

Phone: 13 14 50

For consumer complaints;

We take patient concerns and complaints seriously. Please contact our Practice Manager to discuss any matters; the Practice Manager will get in touch with you immediately.

manager@call-the-doctor.com.au

If you are not satisfied with the result or if you would like for the matter to be dealt with outside the Practice, contact the *Health Complaints Commissioner Tasmania*

Phone: 1800 001 170

Web: www.healthcomplaints.tas.gov.au

Please note all Personal information and documents are kept private will and only be accesses by Call The Doctor Ltd Pty and forwarded to your nominated General Practitioner. This information includes medical details, family information, name, address, employment and other demographic data, past medical and social history, current health issues and future medical care, Medicare number, accounts details and any health information such as a medical or personal opinion about a person's health, disability or health status. This patient confidentiality is in accordance with the Commonwealth Privacy Act 1988.

BY booking an appointment you agree to be opted in and may receive a patient survey and the opportunity to write a review of the service. This is for accreditation and practice improvement purposes.

As a patient you have the right to participate in the National, State, Territory reminder system and or registers.

We would appreciate any feedback or comments regarding our service.

T: 1800 225 584 | F: 03 6231 6503

E: info@call-the-doctor.com.au

www.call-the-doctor.com.au

ABN: 60 168 984 325

Facebook: www.facebook.com/calldoctor

Telephone policy

An incoming telephone call is the principal method for initial and subsequent communication by a patient and most other persons to this practice. As such, the telephone is recognised as a vital vehicle for creating a positive first impression, displaying a caring, confident attitude and acting as a reassuring resource for our patients and others.

Our aim is to facilitate optimal communication opportunities with our patients. Our general practitioners and other team members are aware of alternative modes of communication used by patients with a disability or a language barrier.

A comprehensive telephone answering machine message, both during and outside normal opening hours, is maintained and activated to advise patients of our after-hours care arrangements and the advice to call '000' in an emergency.

All members of the practice team are aware of alternative modes of communication that may be used by patients with a disability or special needs, including the National Relay Service (NRS) for callers with hearing impairments, and Translating and Interpreter Service (TIS) for patients who do not speak the primary language of our practice team. We ensure their use is conducted with appropriate regard for the privacy and confidentiality of health information and that patients are made aware of any risks these modes may pose to the privacy and confidentiality of their health information or any additional out-of-pocket costs, e.g. the requirement for a longer appointment.

Important or clinically significant communications with or about patients are noted in the patient's health record, and we have provisions for patients' usual general practitioners to be contacted after-hours for life threatening or urgent matters or results.

All telephone messages received are returned in a timely manner.

When receiving an incoming telephone call, our practice team members follow this procedure:

- Pick up the telephone receiver within three (3) rings where possible
- Answer by stating "Call the Doctor, this is [your name] speaking, how may I help you today?"
- If the caller has not identified themselves – ask their name
- If the call is for an appointment, refer to **Section 5.2 – Appointments**
- If the call is assessed as an emergency or urgent query, refer to the steps outlined in **Section 5.9 – Medical emergencies and urgent queries**
- If the caller is inquiring about their results from recent tests or investigations performed, do not disclose any information and refer to **Section 7.7 – Follow up of tests, results and referrals**
- If taking a message or when assessing the caller's needs, do not hurry the caller - if necessary repeat your questions or re-state the message taken
- Never attempt to diagnose or recommend treatment over the telephone
- Encourage the caller to write down any instructions resulting from the telephone call
- Have the caller repeat any instructions given to assess their understanding of what was said, and
- Ensure the caller's consent is obtained prior to placing them on hold in case the call is an emergency.

Our practice 'on hold' message provides the advice to call '000' in case of an emergency.

Communication with patients by electronic means policy

Our practice is mindful that even if patients have provided electronic contact details, they may not be proficient in communicating via electronic means and patient consent needs to be obtained before engaging in electronic communication. Electronic communication includes email, facsimile and Short Message Service (SMS).

Communication with patients via electronic means is conducted with appropriate regard to privacy

Our practice's primary reason for communicating electronically to patients is to issue appointment reminders and we verify the correct contact details of the patient at the time of the appointment being made.

Whilst not encouraged, our practice allows patients an opportunity to obtain advice or information related to their care by electronic means, but only where the general practitioner determines that a face-to-face consultation is unnecessary and that communication by electronic means is suitable. Our practice will only provide information that is of a general, non-urgent nature and will not initiate electronic communication (other than SMS appointment reminders) with patients. Any electronic communication received from patients is also used as a method to verify the contact details we have recorded on file are correct and up-to-date.

Communication with patients via electronic means is conducted with appropriate regard to privacy. Before obtaining and documenting the patient's consent, patients are fully informed through information contained in the PIS of the risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. Our practice also has an automatic email response system set up so that whenever an email is received into the practice, the sender receives an automated message reinforcing information regarding these risks.

When an email message is sent or received in the course of a person's duties, that message is a business communication and therefore constitutes an official record. Patients are informed of any costs to be incurred as a result of the electronic advice or information being provided, and all electronic contact with patients is recorded in their health record.

All members of the practice team are made aware of our policy regarding electronic communication with patients during induction, and are reminded of this policy on an ongoing basis. They are made aware that electronic communications could be forwarded, intercepted, printed and stored by others. Each member of the practice team holds full accountability for emails sent in their name or held in their mailbox, and they are expected to utilise this communication tool in an acceptable manner. This includes, but is not limited to:

- Limiting the exchange of personal emails
- Refraining from responding to unsolicited or unwanted emails
- Deleting hoaxes or chain emails
- Email attachments from unknown senders are not to be opened
- Virus checking all email attachments
- Maintaining appropriate language within electronic communications
- Ensuring any personal opinions are clearly indicated as such, and
- Confidential information (e.g. patient information) must be encrypted.

The practice uses an email disclaimer notice on outgoing emails that are affiliated with the practice stating

Disclaimer:

"Important: This transmission is intended only for the use of the addressee and may contain confidential or legally privileged information.

If you are not the intended recipient, you are notified that any use or dissemination of this communication is strictly prohibited.

If you receive this transmission in error please notify the author immediately and delete all copies of this transmission."