



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 Jonathan Cook, FRACGP - specialises in Family care and work cover.

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

Dr Mark Baldock, MBBS

Dr Mohammad Omer, MBBS

Dr AmberLeigh Muller, MBBS

The service is bulk billed to your Medicare card or Department of Veteran Affairs card if you are under 16 or have a concession card, health care card or pension card

If you have a Medicare / DVA card but DO NOT have concession card, health care card or pension card there is a charge of \$49.98 GAP at the time of consult.

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: 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