

After Hours, Home & Other Visit Policy



Mead Medical 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.

Mead Medical does not offer hospital appointments.

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

- a. Current patient of Mead Medical
- b. Live within 10km of either Kalamunda or Forrestfield sites
- 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: 1300 513 822**

Must be between the hours of:

Monday to Friday	7pm to 7.30am
Saturdays	3pm to 8.30am
Sundays & Public Holidays	3pm to 8.30am

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
- RACF residents Bulk Billed

Urgent Care After hours – PLEASE CALL: 08 9293 4455

Kalamunda Practice *In Clinic* appointments are available between the hours of:

Saturdays	12noon to 3pm
Sundays & Public Holidays	8.30am to 3pm

Fees for Urgent Care - After Hours Service:

- FULL PRIVATE FEES APPLY
- Children Under 16 Bulk Billed

Business Hours - Home visit request

PLEASE CALL: 08 9293 4455

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 Practice Manager of the location and expected time/length of the visit. The doctor is to contact the practice manager immediately after the home visit to advise that they have safely departed the residence. Should the practice manager 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.