



13SICK, National Home Doctor

PATIENT INFORMATION SHEET

 **CALL**
13SICK (13 7425)

 **DOWNLOAD**
13SICK App

 **CLICK**
13SICK.com.au



13SICK
NATIONAL
HOME DOCTOR

13SICK, National Home Doctor provides immediate medical care to patients in the after-hours. It is not a service for medical emergencies.

If symptoms are critical or life-threatening, you should call triple zero (000) or go immediately to hospital. Nor does 13SICK treat requests for routine medical care. All routine medical treatment, such as prescription repeats, immunisations, referrals, check ups or chronic disease management, should be handled by your GP.

If patients require immediate medical care during business hours, they should contact their GP.

IF YOU ARE IN NEED OF URGENT ATTENTION, PLEASE **CALL 000.**

13SICK, National Home Doctor is Australia's largest network of home visiting doctors.

Our large team of doctors provides after-hours medical care to patients at home and in aged care residences when required.

13SICK, National Home Doctor provides patients across Australia access to medical care at night and on weekends, when GP Practices are closed. Our Doctors treat acute, episodic illnesses and injuries, such as respiratory infections, migraines, gastro, fevers, urinary tract infections, and injuries from falls - conditions that while not life-threatening, may require immediate medical attention. All doctor home visits are bulk billed for patients with a Medicare or Gold DVA card.

AUSTRALIA WIDE CARE

Every night and weekend, 13SICK, National Home Doctor delivers after hours care within communities across the country. Our reach of care spans 80% of the Australian population and we currently service the following locations:

We are constantly reviewing our coverage as more Doctors join our team. To keep in touch about our service, like us on Facebook.



Capital Cities

Adelaide
Brisbane
Canberra
Melbourne
Perth
Sydney

Regional Centers

Gold Coast
Ipswich
Launceston
NSW Central Coast
Newcastle

Shepparton
Sunshine Coast
Toowoomba
Tweed Heads

How we care



Each year, 13SICK, National Home Doctor provides medical care to thousands of patients in the after-hours.

Our doctors see many different patients, including babies, young children, senior citizens and aged care residents. Each of our doctors also carry starter packs of various medications, so where necessary a patient can start treatment immediately.

Much of the anxiety and worry that comes with illness in the afterhours is relieved when a qualified doctor arrives to provide the medical treatment, advice and care the patient needs.

To ensure continuity of care, the visiting doctor will send a medical report to the patient's nominated GP, so they are fully informed about their patient.

We are continually seeking to improve our service and often ask our patients for feedback on their experience. This ensure we are constantly providing the very best medical care we can.

If you have any queries about a recent home visit, please call our administration staff on **13SICK (13 7425)** during business hours, or email: feedback@homedoctor.com.au





When to contact 13SICK

Our Patient Care Centre accepts bookings for home visits during the after-hours period, as defined by Medicare Australia:

- + Mondays - Fridays from 6pm
- + Saturdays from 12 noon
- + All day Sunday
- + All day public holidays

OUR SERVICE OPERATES WEEKNIGHTS, WEEKENDS AND PUBLIC HOLIDAYS

Our Doctors are on the road when GP Practices are closed: from 6pm during the week, from 12 noon on Saturdays and all day on Sundays and public holidays.

To book an after-hours home visit, simply call 13SICK (that's 13 7425) and speak to one of our operators who will determine if a home visit is the best option for you. Alternatively, you can download the **13SICK App** from the app store on your phone.

We bulk bill all patients with a Medicare or Gold DVA card so you won't be out of pocket.

Once your booking has been confirmed, you will receive an SMS with the estimated time of your Doctor's arrival.

Most patients are seen within two to three hours, however wait times can vary, particularly during winter when there is peak demand for our service.

Prior to the Doctor's arrival, we ask that an outside light is turned on, and any pets put away.

If possible, it's important that the patient is monitored while the Doctor is on the way. If at any time the patient's symptoms worsen, please call 13SICK and update our operators. They may advise the patient go to hospital.

For administration and other general enquiries during business hours, please call 13SICK (13 7425).

Our Doctors

13SICK, National Home Doctor is accredited to the standards developed by the Royal Australian College of General Practitioners (RACGP) for Medical Deputising Services. All our Doctors are fully qualified and are registered with the Australian Health Practitioner Regulation Agency (AHPRA), as required by the Medical Board of Australia. Our Doctors are supported by a distinguished panel of Medical Directors, who oversee all matters of clinical governance.

SUPPORTING GPs AFTER HOURS

Every family should have a GP they know and trust. Your GP knows your medical history, and is the best person to advise and manage the ongoing health of you and your family. But your GP can't be available 24 hours a day. That's why more than 3,000 GP Practices around Australia choose 13SICK, National Home Doctor to look after their patients in the after hours. Many GP Practices divert their phones to 13SICK, National Home Doctor when they are closed, giving peace of mind to their patients who may need medical care at night or on the weekend. For patients with special requirements, GPs can give us 'Special Patient Instructions' to ensure we have necessary information on file required for your care. Following the home visit, the Doctor completes a detailed medical report which is electronically transferred, faxed or sent to your nominated daytime GP the following day.

If your Doctor refers you for any pathology or radiology tests, 13SICK, National Home Doctor will arrange a copy of the results to be sent to your nominated GP. This is to ensure your GP is fully informed. All patients are advised to attend their GP for follow up of any test results.

FEES AND BILLING ARRANGEMENTS

We bulk bill all home visits for patients with a Medicare or Gold DVA card. If the patient does not have a Medicare or Gold DVA card, you can still book a doctor home visit and pay by credit card (Visa or MasterCard). We will issue you a receipt, which you can take to Medicare for a full refund.

Telehealth consultations may incur a fee if your general practice does not subscribe to National Home Doctor and/or if you have not attended a face-to-face visit with your General Practitioner (GP) in the past 12-months.

For any other types of membership, payment is required to be made upon booking. We can provide a receipt for the doctor home visit or Telehealth consultation, which you can lodge with your insurer for a refund if eligible through your provider.



MANAGEMENT OF

Personal Health Information

13SICK, National Home Doctor is committed to ensuring that the privacy of your personal information is respected and maintained at all times.

We are bound by the Australian Privacy Principles in the Privacy Act 1988 (Commonwealth) and any relevant Health Privacy Principles under State legislation.

From time to time we communicate with patients via email and SMS. Patients can unsubscribe from these communications at any time.

Full details on the management of your personal health information including collection, disclosure and access, can be found in our Privacy Policy which is located on our website www.homedoctor.com.au/Privacy-Policy or email privacy@homedoctor.com.au for a copy.

If for any reason you need a copy of your health information held by 13SICK, please contact our administration staff by calling **13SICK (13 7425)** during business hours, or email info@homedoctor.com.au.



Complaints, feedback and suggestions

If a patient is dissatisfied with the standard of service received, complaints should be directed firstly to the National Practice Manager at the address above. We will respond promptly to all complaints received.

Patients wishing to take their concerns further may contact the relevant state bodies listed below:

QUEENSLAND

Office of the Health Ombudsman
Phone: 133 646
Email: info@oho.qld.gov.au

SOUTH AUSTRALIA

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

NEW SOUTH WALES

Health Care Complaints Commission
Inquiry Service Phone 02 9219 7444
Freecall 1800 043 159
Email: hccc@hccc.nsw.gov.au

VICTORIA

Office of the Health Services
Commissioner Complaints and
Information
Phone 1300 582 113
Email: hsc@health.vic.gov.au

WESTERN AUSTRALIA

The Health and Disability Services
Complaints Office Phone (08) 6551
7600
Email: mail@hadsco.wa.gov.au

AUSTRALIAN CAPITAL TERRITORY

Health Services Commissioner Phone:
02 6205 2222
Email: human.rights@act.gov.au

TASMANIA

Health Complaints Commissioner
Phone: 1800 001 170
Email: health.complaints@ombudsman.tas.gov.au

FEEDBACK

At 13SICK we strive to provide patients and GPs with the very best after-hours medical care.

We have systems in place to ensure that any concerns, suggestions or complaints are given serious and prompt attention.

Patients are encouraged to provide feedback via email to feedback@homedoctor.com.au or in writing to:

The National Practice Manager
13SICK, National Home Doctor
PO Box 528, Spring Hill QLD
4006

If you require any assistance with understanding any part of this patient information sheet, email info@homedoctor.com.au or call **13 7425** during office hours and our administration staff will be happy to help.