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**Policy****Home and Other Visits (GP1.2) PH TBC**Accreditation link: [GP 1.2](#)**Purpose**

This policy outlines the procedures for managing high-risk pathology and diagnostic imaging results identified outside of normal practice hours. It ensures that patients receive timely and appropriate follow-up care when urgent or life-threatening findings are detected after hours.

**Scope**

This policy applies to all clinicians, reception staff, and contracted pathology and diagnostic imaging service providers associated with My GP Hub PTY LTD, including all practice locations.

**Procedure****1. After-Hours Contact Information for Providers**

To ensure continuity of care and rapid communication in urgent situations:

- Each clinician's after-hours contact number is provided to relevant pathology and diagnostic imaging providers for the purpose of escalating high-risk results.
- These details are shared during the induction process for new clinicians and are updated as required.
- Site-specific provider contact information is maintained as follows:

**Practice Location: Tamworth Square, Shop 32-34, 432-452 Peel Street, Tamworth NSW**

Contact Protocol for Providers: Clinician contact details for life-threatening results are stored in provider systems. Providers are to escalate urgent findings directly to the relevant clinician using the details supplied during induction.

**Practice Location: 3/12 In Street, West Tamworth NSW 2340**

Contact Protocol for Providers: Life-threatening result contacts are updated quarterly and shared with relevant service providers for direct escalation to the treating clinician.

**Note:** Our practice does not operate an on-call GP service. These contacts are for pathology and imaging providers only, not patients.

**2. After-Hours Patient Instructions**

Our practice does not have an on-call GP service for patients. Patients requiring medical attention after hours should:

- **Call 13CURE (13 28 73)** to speak to a doctor from the National Home Doctor Service, or
- **Call the practice from 8:30am** the next business day on **02 5701 5533**

This information is included in voicemail recordings, practice signage, and on our website for patient awareness.

### 3. Clinician Induction and Communication Protocol

- As part of onboarding, reception staff provide pathology and diagnostic imaging services with:
  - Full name and provider number
  - Preferred and secondary after-hours contact numbers for result escalation
  - Availability (e.g., scheduled days off)
- A record of this information is maintained in the clinician's personnel file.

### 4. Use of Deputising Services

Our practice has a documented agreement with **13CURE (National Home Doctor Service)** for the delivery of after-hours patient care. This agreement includes:

- Defined protocols for urgent result escalation
- Clear referral pathways back to the patient's regular GP the following business day
- Confirmation that 13CURE provides patients with notes from their consultation for inclusion in our clinical system

A copy of the agreement is stored in the Practice Management File and is reviewed annually.

### 5. Prescription and Repeat Referral Requests

Patients may request non-urgent prescriptions or repeat referrals by:

- **Online** via the **HotDoc app or website**, or
- **By phone** by calling the practice during business hours on **02 5701 5533**

These requests are reviewed and actioned by the patient's regular GP within standard timeframes. Urgent medication or referral needs should be directed to 13CURE after hours if necessary.

### Review and Audit

This policy will be reviewed annually or sooner if there are:

- Changes to clinical staff or their availability
- Updates to provider contact procedures
- Amendments to our deputising arrangements

Audit activities will verify that:

- Provider contact lists are accurate and current
- Pathology and imaging providers have appropriate escalation contacts
- Procedures for urgent result management have been followed appropriately