

## Management of your personal health information

Your medical record is a confidential document. It is the policy of this Service to maintain the security of personal health information at all times and to ensure this information is only available to authorised members of staff and your doctor. Patient reports are completed by the locum at the time of the consultation and sent to your doctor the next day.

## Deaths

We are often requested to attend a patient to confirm death.

The locum doctor verifies the time of death and that all vital functions have ceased. This allows the patient to be moved to the funeral parlour of the family's choice. The death certificate will be completed by the patient's GP the next day.

## Historical

The Sydney Medical Service Co-operative Ltd was formed in 1966, by the amalgamation of two existing services into one company; this subsequently became a co-operative. It was the first Deputising Service to be incorporated under the Co-operatives Act, New South Wales.

## Membership

Membership is restricted to Medical Practitioners registered in the State of New South Wales. The Service is managed by a Board of Directors, all of whom are general practitioners, elected by fellow members.

## Your Rights

If you have a problem you would like to discuss please feel free to talk to our office staff. We take your concerns, suggestions and complaints seriously. You may also send a written complaint to our Chief Executive Officer who will complete an appropriate investigation and inform the complainant of the outcome. However, if you wish to take the matter further there are several options available including:

Health Care Complaints Commission  
Locked Bag 18  
Strawberry Hills NSW 2012  
Telephone: 9219 7444

## Accreditation

We have been accredited to the standards required by the Royal Australian College of General Practitioners (RACGP).

This accreditation process demonstrates we:

- Ä Respect the rights and needs of our patients.
- Ä Are committed to improving patient outcomes.
- Ä Have efficient practice systems.
- Ä Have quality communication between patients, doctors and the Service.
- Ä Are committed to ongoing education

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## Sydney Medical Service Co-operative Ltd

68 Anderson Avenue, PANANIA NSW 2213  
or  
Locked Bag 1, PANANIA NSW 2213  
Phone: (02) 8724 6300  
Fax: (02) 8724 6301  
E-mail: [syd\\_med\\_service@bigpond.com.au](mailto:syd_med_service@bigpond.com.au)  
Web Site: [www.sydmed.com.au](http://www.sydmed.com.au)

SYDNEY  
MEDICAL SERVICE  
CO-OPERATIVE  
LIMITED



Sydney Medical Service  
**Your After  
Hours Doctor**

**(02) 8724 6300**



A professional deputising service  
by doctors for doctors

Telephone (02) 8724 6300

## How we can help you

Your doctor has complete confidence in Sydney Medical Service as he/she has registered with the service to ensure after hours care is available to you and all of the Practice's patients.

When you call us, your call will be handled by our control room, which is responsible for the efficient operation of the service. All calls are dealt with by our qualified staff and subsequently referred on to the rostered locum doctor for attention. Our Locums visit you in the comfort of your own home. Every call is treated as genuine and all calls are recorded for quality assurance purposes.

If you consider your call to be life threatening then please call 000.



## Prioritising Calls

Calls are answered by our friendly staff who will ask the patients details and symptoms. These details are then passed onto our Locum based in the area from where the call came. Our system records the time of the call as well as the time the doctor completed the call.

If the patient deteriorates, please phone again so our operators can suggest an alternative course of action. Should we experience any unforeseen delays our staff will attempt to contact you.

This information enables Sydney Medical Service management to carefully monitor workload.

## Services Available

We offer home visits for treatment of illnesses requiring attention when your doctor is not available. We encourage patients to see their own doctor for routine consultations. Our service provides backup if you are unable to see your doctor within normal Surgery hours, or if you have a medical condition which cannot wait until the next day. We communicate with your doctor to facilitate continuity of your treatment and on-going care.

## Deputising Service Hours

Our hours of operation are:

Weeknights: 6pm to 8am

Weekends: noon Saturday to 8am Monday

Public Holidays: 24 hours

Sydney Medical Service provide home visits by qualified general practitioners during the hours we are operational. Please telephone 8724 6300 during the hours listed to arrange a booking.

## Continuity of Medical Attention

A medical report of each visit made to you is forwarded to your doctor. Where appropriate, however, eg hospital admission, death or special circumstances, a telephone call is made next morning to your doctor advising the details.

Pathology results will be forwarded to the patient's GP to follow up. If no signed receipt is received within 2 hours the requesting doctor is contacted by phone. For abnormal results the GP will be contacted by phone immediately or referred to the Service's Medical Director to organise for the appropriate follow up.

## Is your area covered

If your doctor has given you this brochure, you are able to access our service, as he/she has made arrangements for all of his patients to be able to have after hours cover by Sydney Medical Service.

## Locum Equipment

Each locum has a doctor's bag containing routine diagnostic equipment which complies with Accreditation Standards.

## Fees

Patients holding a valid Medicare card, Pensioner/Seniors card or Veterans' Affairs card are bulk billed, unless your doctor requests otherwise. All other patients are charged a fee of \$150.00 before 11pm and \$200.00 after 11pm, payable by cash or cheque at the time of consultation.

## Selection and Management of Locums

Careful selection of locums as a basic policy of Sydney Medical Service has resulted in being able to offer a team of qualified personnel, who diligently accept responsibility when working for us. Our Locums consult and are monitored by the Services Medical Director. This assures your regular doctor that you will be in competent hands at all times.

## Interpreter Service

If you or a family member require an interpreter, we can organise this for you. Please let us know when you telephone our office.