



SYDNEY MEDICAL SERVICE CO-OP LTD

1300 HOME GP

TELSTRA – DIRECT TELEPHONE DIVERSION TO SYDNEY MEDICAL SERVICE

For your convenience doctors are permitted to automatically divert telephone calls direct to Sydney Medical Service – 1300 HOME GP throughout the after hour period.

What are the benefits of telephone diversion?

- Your patients need only ring your surgery number
- Maintaining you as their primary GP and contact number
- Patients are provided direct access to your preferred after hours service
- Our Call Centre operates 24hrs so all calls will be answered
- We can provide contact details for other service providers such as hospitals, pharmacies etc.

What are the costs involved?

- There is no cost for initial set up of diversions
- There is no cost to your patients
- Please contact your telco provider to confirm if there are any charges. It will be the responsibility of the surgery to cover any charges applied from your provider.

How do I set up automatic telephone diversions?

Most telephone handsets allow you to divert your phone immediately. Upon closing time:

1. Lift the receiver or your handset
2. Press the * button
3. Dial the number 21
4. Then dial our phone number **02 8724 6300** (including the area code)
5. Press the # button
6. Hang up the receiver
7. This will automatically divert your calls to Sydney Medical Service.

In order to divert your telephone the above procedure will need to be repeated on each occasion. If you would like to set up an automatic diversion number so that you do not need to repeat this procedure each night please contact your telecommunications provider.

When re-opening the surgery the next day, to disable the diversion and start receiving telephone calls, complete the process below:

1. Lift the receiver of your Handset
2. Press the # button
3. Dial the number 21
4. Press the # button
5. Hang up the receiver

You can test whether your phone has been un-diverted by dialing your own number

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