

## 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 booking line is open from 4pm weeknights and from 10am Saturday morning throughout the entire weekend.

Our hours of operation are:

- Weeknights 6pm until 8am
- Weekends from noon on Saturday
- Sunday and Public Holidays 24 hours

Sydney Medical Service provides 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. 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.

## 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 that we:

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

## 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.homegp.org](http://www.homegp.org)

SYDNEY  
MEDICAL SERVICE  
CO-OPERATIVE  
LIMITED



Sydney Medical Service

**1300 HOME GP**

**(1300 466 347)**

OR

**(02) 8724 6300**



**GPA**  
Accreditation<sup>plus</sup>

Accredited by  
Quality Practice  
Accreditation Pty Ltd

We provide Bulk Billed home visits  
when your GP is unavailable

Telephone (02) 8724 6300

## How we can help you

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 to the locum doctor for medical 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 patient's 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.

## 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 authorized 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.

## About Us

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.

## Life Extinct Forms

We are often requested to attend to a patient in order to confirm that life is extinct. The Locum doctor verifies the time of death and that all vital functions have ceased. A life extinct certificate is then supplied. This allows the patient to be moved to the funeral home selected by the family. A full death certificate will then be completed by the patients regular GP on the following working day.

## Is your area covered

Sydney Medical Service covers a vast area within the Sydney Metropolitan region from North Sydney and Northern Beaches into the Hills area, expanding into Sydney's Greater West and Penrith area with further coverage into the Campbelltown, Camden and Wollondilly Shire region.

To confirm if you area is within our geographical - boundaries please contact the office on (02) 8724-6300. An online map is available at: [www.homegp.org](http://www.homegp.org)

## Locum Equipment

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

## Fees - BULK BILLED / PRIVATE PATIENTS

Patients holding a valid Medicare card, Pensioner/Seniors card or Veterans' Affairs card are bulk billed. Other patients are charged a fee of \$ \$200.00 payable by cash or credit card 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 are having difficulties with language barriers an interpreter service is available. Please let us know when you telephone our office.