

## Services Available

We offer Bulk Billed home visits in the after hour period when your regular GP is closed. Our GPs will come to you; helping to minimize unnecessary attendances to emergency departments and providing patients with the option to wait for medical treatment in the comfort of their own home.

Our GP's carry starter packs for many common medications so patients may start treatment immediately. For any further necessary medication our GPs may also issue scripts. We also provide referral letters for pathology services, such as blood tests, and hospital admissions when required.

## Deputising Service Hours

- Weeknights 6pm until 8am
- Saturday from 12pm
- Sunday and Public Holidays 24 hours

To book a home visit:  
Phone: (02) 8724 6300  
Online: [www.sydmed.com.au](http://www.sydmed.com.au)  
Download or App

## Continuity of Medical Attention

Following your visit, a detailed patient report is sent back to your regular GP for your patient records. This will ensure that the appropriate continuity of medical attention is provided by the service and that any necessary follow up treatment is provided by your GP. We are also able to contact most GPs after hours should special circumstances arise e.g. urgent pathology results, hospital admission or death.

## Your Rights

If you have any concerns you would like to discuss please feel free to contact management between office hours. We take concerns, suggestions or complaints seriously. These are referred to our Chief Executive Officer who will complete an appropriate investigation. 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

Sydney Medical Service Co-op Ltd  
1300 HOME GP

68 Anderson Avenue, PANANIA NSW 2213  
or Locked Bag 1, PANANIA NSW 2213

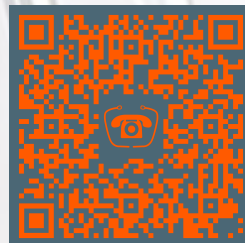
Phone: (02) 8724 6300  
Fax: (02) 8724 6301

Email: [reception@sydmed.com.au](mailto:reception@sydmed.com.au)  
Hours: 9.00am to 5.00pm  
Website: [www.sydmed.com.au](http://www.sydmed.com.au)

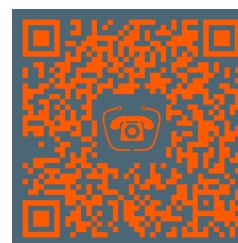
## Download Booking App

Scan the QR Codes to download our smartphone app.

Google Play



iTunes



**SYDNEY MEDICAL SERVICE  
CO-OPERATIVE LTD  
1300 HOME GP**

# BULK BILLED HOME VISITS TELEHEALTH

**\*Conditions Apply**

*"We care for you at home  
when your GP is closed."*

**INTERPRETER SERVICE  
AVAILABLE 24HR PLEASE CALL: 1300 131 450**

**NATIONAL REPLAY SERVICE (NRS)  
FOR DEAF PATIENTS AVAILABLE 24HR  
PLEASE CALL: 133 677 24**

**02 8724 6300**

## How we can help you?

Sydney Medical Service Co-op Ltd, 1300 HOME GP, was formed in 1966, by the amalgamation of two existing after hour services forming one company; this subsequently became a not for profit Co-operative.

It was the first Deputising Service to be incorporated under the Co-operatives Act of New South Wales. Our GPs provide bulk billed home visits to patients in private homes, residential aged care facilities, nursing homes, group homes and retirement villages.

We encourage patients to see their own GP for all routine consultations however; our service provides a backup if you are unable to see your GP within normal surgery hours, or if you have a medical condition that cannot wait until the next day.

If you consider your condition to be an emergency or life threatening please call 000 immediately.

## Is your area covered?

SMS currently covers regions from Upper Northern Sydney (in areas such as Hornsby Galston and the surrounding suburbs) through to Greater Metropolitan Sydney in the East, Southern Shire, South Western Sydney, North West, Western Sydney, Westmead and The Hills shire.

For a full list please visit our website and perform a postcode search at: [www.sydmmed.com.au](http://www.sydmmed.com.au)

## National Replay Service

Service is available for deaf, hard of hearing and / or have speech impairment contact 133 677 24 hours a day.

## 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 that this information is only available to authorized members of staff and your GP. Confidential patient reports are completed by the locum at the time of consultation and sent to your regular GP the following working day via an encrypted delivery service. Should you require a copy of this report you may obtain this directly from your regular GP or you may write to us requesting a personal copy of your records.

Please note that written consent and proof of identity is required before we are able to release any information.

## Bulk Billing and Fees

All patients with a valid Medicare Card or Veterans Affairs Gold Card are Bulk Billed for Home visits.

Bulk billed Telehealth appointments are available to patients whose GP are a member of our service and the patient has attended their practice in the last 12 Months.

Patients who do not have a valid Medicare or Veterans Affairs Gold Card are charged a fee which is payable at the time of consultation. Fees commence from \$200 and will be advised at the time of booking additional patients are charged \$100. A receipt or tax invoice will be provided as proof of payment.

## Interpreter Service

If you are having difficulties with language barriers an interpreter service is available. Please call [1300 131 450](tel:1300131450) for a translator.

## Membership for GP's and surgeries

Membership with the service 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.

## Issuing Life Extinct Forms

We are often requested to attend to a patient in order to confirm that life is extinct. Our GP will attend to verify the time of death and that all vital functions have ceased. A life extinct certificate is then issued. This allows the patient to be moved to the funeral home selected by the family and removes the need for any police or paramedic attendance.

A full death certificate will still need to be completed by the patients regular GP the following working day.

Please note that this service is only available to patients when the regular GP holds active membership with the service. In the instance where the regular GP is not a member, we are unable to attend.

## Accreditation Standards

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