



**HOME  
AND  
OTHER VISITS**

## Policy

Regular patients of this practice are able to obtain visits in their home, residential aged care facility, residential care facility or hospital, both within and outside normal opening hours where such visits are deemed safe and reasonable and where the patient is determined by the doctor to be:

- Acutely ill
- Immobile or elderly
- Has no means of transport to the practice
- If disabled access to the practice is unsuitable

Our doctors, and where appropriate, practice nurses can make a home visit appointment at doctor's discretion and on the advice of the doctor, and where it is deemed safe and reasonable to do so.

When a patient is booked for a home visit the patient is to be made fully aware of the costs involved that will be incurred to the patient for the visit to be conducted at home. The cost is at the discretion of the Doctor, with a minimum charge of \$350.00, additional charges may be incurred and these will be disclosed at the time of making a home visit appointment based on patient criteria and type of appointment required. A message is recorded on the 'daily message' on Best Practice if a Home Visit has been booked on a particular day and the time and patient details to be added to appointment schedule, ensuring there is enough time for the doctor to travel to and from the practice so that this does not impact other patients attending our practice on the same day.

Elite Med Doctor is to ensure that the 'Doctor's Bag' is checked the day before with the Practice Nurse, and on the day of the home visit the Practice Nurse, is to perform a checklist to ensure the Doctor has placed their own equipment into the Doctors' bag ie: stethoscope etc.

### 1. Providing safe and reasonable care

Our practice ensures safe and reasonable arrangements are in place for medical care for patients outside our normal opening hours.

Prior to making a home visit, the following steps must be considered:

- Visits are made to patients located within a x2 kilometre radius of the practice
- Patients must have a telephone number which the general practice can call back
- A health professional is not sent to a patient/caller requesting pain relief unless a pain management plan is in place
- Police are requested to attend when a patient is threatening suicide
- A health professional is not sent to a premises where there is evidence of a threatening or abusive person present – police are requested to attend in these instances
- Callers are asked to restrain dogs, to turn on an outside light at night and provide guidance on identifying the residence in the absence of a house number (eg nearest intersection, landmark)
- Patients are asked to provide their date of birth, and the name of their regular general practice. Where these details are not given or the patient is not known to the practice, consideration is given to referring the patient to a hospital or calling an ambulance (as appropriate), The practice also advises patients of the after-hour

service, 13SICK National Home Doctor Service which Elite Med has an after hour agreement with.

**1.1. Access to alternative sources of care**

If our practice team decides that there is cause for concern or the option of a home or other visit is not safe or reasonable for the staff member or the patient, the patient will be referred to an alternative mode of care, After-Hours 13SICK or nearest emergency department.