

COMPLAINTS

We take complaints seriously, and endeavour to respond to your query or situation promptly, professionally and in a courteous manner. The following describes the usual flow of the complaint systems:

1. Talk to one of our team members
2. If they cannot help you with your query, please forward your complaint in writing to:

Complaints Department
Level 1, 27-29 Auburn Road Auburn NSW 2144.

Contact The Australian Privacy Principles (APP) Ph: 1300 363 992 or enquires@oaic.gov.au

3. If you require further assistance, or you feel your complaint has not been met with an adequate response, contact the Office of Health Ombudsman on 133645.



SERVICES

We offer home visits by our Doctors for medical conditions requiring attention when your own GP is not available. Once one of our afterhours Dr's have seen you, we will send the treatment notes and relevant information to your normal GP for follow up and ongoing medical attention.

Please note that we prioritise patients depending on their medical condition, the area our Locum Doctor is working in and certain other factors. If any time you feel your condition has deteriorated, please call our call centre again so that we can advise you of appropriate action to take.

Dial a Home Doctor Dr's carry a supply of emergency medicines with them and will be able to administer these when medically necessary. They also carry majority of normally prescribed medicines and will administer starting doses so that the patient can fill in the prescription the following morning.

Dial A Home Doctor

Level 1, 27-29 Auburn Road

Auburn NSW 2144

Ph: 02 9649 000



**AFTER HOURS
DOCTORS**

DIAL A HOME DOCTOR

LEVEL 1, 27-29 AUBURN RD

AUBURN NSW 2144

Ph. 02 9649 0000

Fax: 07 3879 7713

CALL 13 99 99

WELCOME!

HOURS OF OPERATION

Monday – Friday	6:00pm – 8:00am
Saturday	12:00pm – 8:00am
Sunday	24 Hours
Public Holidays	24 Hours

IN AN EMERGENCY

If you require urgent medical attention, please dial 000 for assistance and ask for Ambulance.

HEALTH RECORDS

Your medical records are a confidential document. It is the policy of this practice to maintain security of personal health information at all times.

RECALL, RESULTS & REMINDER SYSTEM

You may be issued with a reminder notice/ phone call offering preventative health care appropriate to your care. To obtain your results you will be required to book an appointment with your usual day time GP.

APPOINTMENTS

Dial A Home Doctors call centre starts taking patient bookings at 6:00pm on weekdays, 12:00pm on Saturdays, and 24 hours on Sundays and Public Holidays. To call for an afterhours Dr please call 13 99 99.

TELEPHONE TRIAGE

The Triage Protocol is the process our Control Centre implements to determine if a patient should attend an emergency department or if Dial Home Doctor can take the booking for one of our home visit doctors.

OUR DOCTORS

Our diverse team of Doctors share a passion for urgent care and quality patient care. Our Doctors enjoy the variety of cases the after hours offers them. Some of our Doctors are overseas trained, bringing with them a wealth of knowledge and experience. All of our Doctors are registered practitioners with AHPRA. Our Doctors will provide the highest quality care in the afterhours to patients with acute, episodic illness or injury. Excellent skills and devotion to patient service ensures our doctors are second to none.

OUR PATIENTS

Patients call us when they are suffering from acute, episodic illness or injury that requires urgent medical attention. Respiratory tract infections would be top of the list when it comes to winter time. Some more common afterhours problems may include, Asthma, Skin infections and rashes, Urinary Tract Infections, Sprains, back pain and Gastro.

FEE STRUCTURE

Our afterhours service offers bulk-billing to all holders of valid Medicare and Veteran Affairs card.

Patients not covered by Medicare will be charged a flat fee of \$185.00 we ask for settlement at the time of booking over the phone.

