





Practice Information Sheet



24-7
MEDCARE

 139 247

 1300 33 7425

 24-7MEDCARE.COM.AU

About Us

24-7MEDCARE PROVIDES PATIENTS IN RESIDENTIAL AGED CARE IMPROVED ACCESS TO GP SERVICES WHILE SUPPORTING AND EMPOWERING DOCTORS TO WORK IN AGED CARE.

CHIEF MEDICAL OFFICER

DR UMBERTO RUSSO

GENERAL MANAGER

DAN PRYOR

CLINICAL ADVISOR

DR TROYE WALLETT

NURSING MANAGER

RENEE ROWE

ENGAGEMENT/ ADMINISTRATION

AMINA HORTON

LOCATIONS

24-7MedCare provides GP services for more than 70 aged care facilities across South Australia, Victoria, Northern Territory, Queensland and New South Wales.

If you are a patient, family member, or an aged care facility in need of a GP, please contact us on **139 247** to learn about service coverage in your area.

PRACTICE HOURS

Call 139 247, 24 hours a day 7 days a week.

*For after hours service, including weekends and public holidays contact **13 SICK (13 7425)***

IF YOU ARE IN NEED OF URGENT ATTENTION, PLEASE CALL 000



Practice Information

CONSULTATIONS

24-7MedCare is a specialised aged care General Practice. We believe that older Australians deserve more accessible and dedicated GP care. Our GPs operate from within aged care facilities and are available to provide GP consultations to residents on site. They are also available for telehealth consultations regardless of your location.

If you are a resident of an aged care facility or a family member please discuss General Practice services available with the aged care facility first. Following this they will direct you to a General Practitioner who can care for you or your family member.

If you are living at home, please discuss appointment arrangements with your doctor directly.

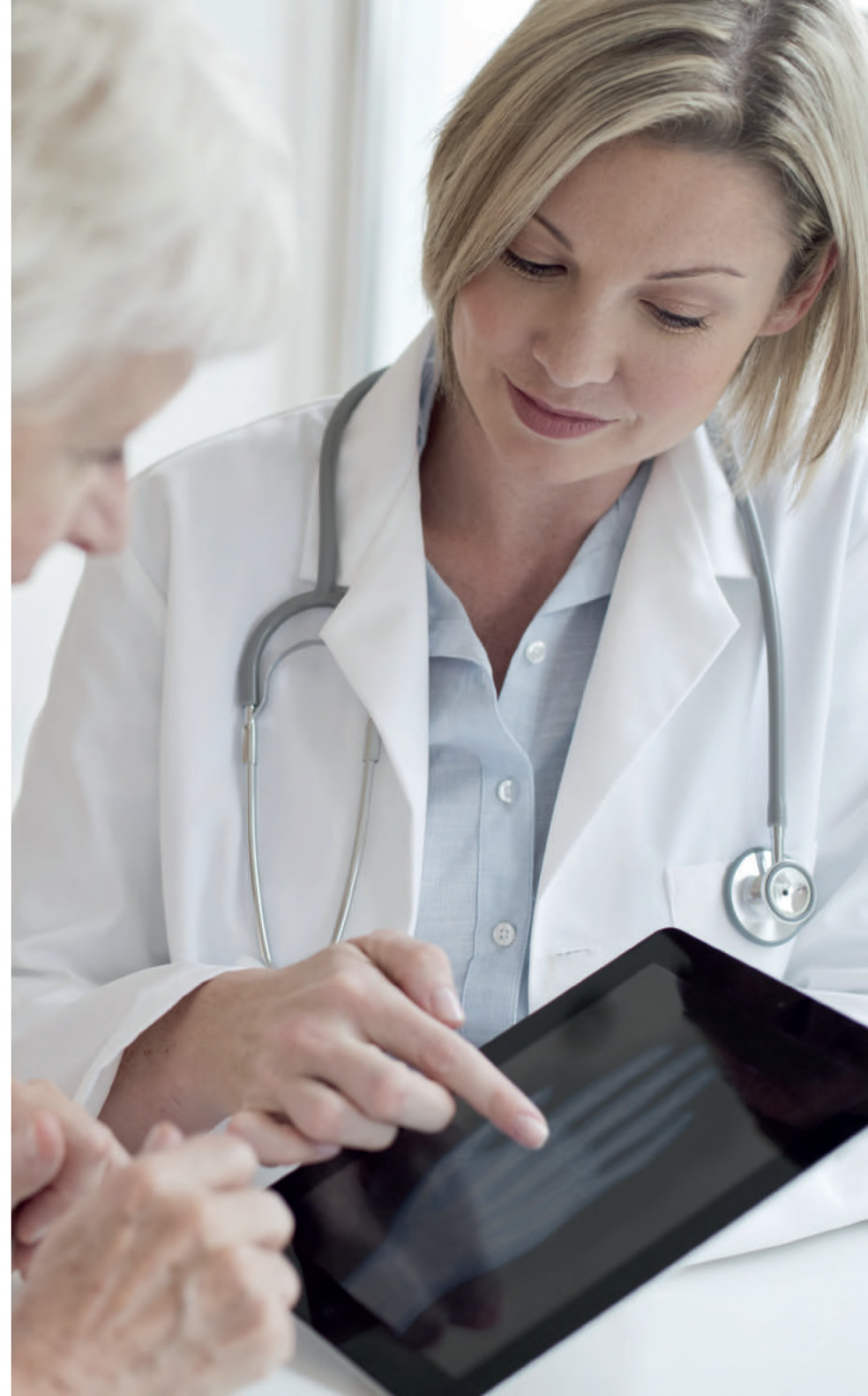
TELEPHONE ACCESS

If you wish to talk to your doctor please call 139 247, 24 hours a day, 7 days a week.

Please call 139 247 if a 24-7MedCare GP is not available for a face to face contact, we can arrange a telehealth consult. Alternatively, you can call (13 7425) to arrange an after hours doctor to visit the facility.

FEES AND BILLING ARRANGEMENTS

24-7MedCare Practitioners offer a bulk billing service.





ELECTRONIC COMMUNICATION

Electronic communication may be performed by the staff of the practice where appropriate and necessary in the coordination of patient care, with patient informed consent.

For non-medical issues, please email reception@24-7MedCare.com.au. We will aim to reply the same day or when next reasonably able.

RECEIVING THE RESULTS OF ANY TEST OR PROCEDURE

Our doctors operate recall systems to remind patients to attend a follow up consultation for their results. Please be sure to contact your doctor for any test results. To be safe, we always encourage patients to also follow up with their doctor for this to happen if they are unsure.

RECALL AND REMINDER SYSTEM

24-7MedCare is committed to preventative and holistic health care and follows best practice guidelines. Your doctor may issue you with a reminder notice from time to time, offering you preventative health services appropriate to your care. If you do not want to be part of this reminder system, please let your doctor know.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION AND YOUR RIGHTS

Your medical record is a confidential document. All 24-7MedCare staff respect the privacy and confidentiality of your health information. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

MANAGEMENT OF PATIENT INFORMATION

Please refer to our privacy policy on our website to learn more about how we manage your information.

For administration and other general enquiries during business hours, please call 139 247

COMPLAINTS, FEEDBACK AND SUGGESTIONS

At 24-7Medcare, we strive to provide patients and GPs with the very best medical care. We have systems in place to ensure that any concerns, suggestions or complaints are given serious and prompt attention.

Patients are encouraged to provide feedback via email to the Medical Director at reception@24-7MedCare.com.au

Patients wishing to take their concerns further may contact the relevant state bodies listed below:

QUEENSLAND

Office of the Health Ombudsman
p. 133 646
e. info@oho.qld.gov.au

NEW SOUTH WALES

Health Care Complaints Commission
Inquiry Service
p. (02) 9219 7444
p. 1800 043 159
e. hccc@hccc.nsw.gov.au

VICTORIA

Office of the Health Services
Commissioner Complaints and
Information
p. 1300 582 113
e. hsc@health.vic.gov.au

SOUTH AUSTRALIA

Health and Community Services
Complaints Commissioner
p. (08) 8226 8666
p. 1800 232 007
e. info@hcsc.sa.gov.au

WESTERN AUSTRALIA

The Health and Disability Services
Complaints Office
p. (08) 6551 7600
e. mail@hadsco.wa.gov.au

AUSTRALIAN CAPITAL TERRITORY

Health Services Commissioner
p. (02) 6205 2222
e. human.rights@act.gov.au

TASMANIA

Health Complaints Commissioner
p. 1800 001 170
e. health.complaints@ombudsman.tas.gov.au