

HOME VISIT POLICY

My Health City does not routinely offer home visits as part of our normal services. If there are extenuating circumstances where we believe a patient may require a home visit from one of our doctors, please call the practice and provide the reception staff with as much explanatory details as possible.

The following criteria is required to discuss the need with their regular GP for home visit:

- The patient is a regular patient of this practice
- The patient resides in a location that is within five (5) kilometres of the practice
- Where it is deemed safe and reasonable
- The patient has the type of problem that necessitates a home visit such as:
 - Acutely ill
 - Immobile
 - Elderly
 - No means of transport
 - Unable to access the practice facilities due to disability

This information will be passed along to the treating doctor who will exercise their discretion regarding the matter. If the doctor determines that a home visit is possible, there may be an out-of-pocket expense for the patient. The patient will be notified of this expense prior to the home visit consultation.

After Hours Home visits are also provided by the After-Hours Doctor – 13SICK (13 74 25)

They are available on the following days and times:

Monday to Friday – before 8am and after 6pm

Saturdays – before 8am and after 12pm (noon)

Sundays – all day 24 hours

Public Holidays – all day 24 hours