

Doctors of Ivanhoe – After-Hours Policy

Current as of: 15/02/2023

Overview

We provide health care to our patients after-hours by having routine extended hours on weekdays from 8am to 7pm Mon to Fri, and 9am to 1pm on Saturday.

We also provide access to After-Hours home visits including patients in Residential Aged-Care Facilities through our engagement with the after-hours home-visit service provider 'Doctor-Doctor'.

The arrangement provides direct connection with the After-Hours service for any patient who calls our phone number outside our clinic opening hours.

It is the policy of the deputising service we engage that they routinely Bulk-Bill patients for after-hours home visits they provide.

After-hours care is performed by the deputising service with a direct and continuing relationship between your practice's GPs and the clinicians who perform the after-hours care on their behalf.

Patient attendance clinical reports are routinely sent to the clinic for review by the patient's usual GP on daily basis for all visits performed overnight, on weekends & public holidays. The attendance reports are automatically downloaded for review by the relevant GP & filed in the patient's medical record.