



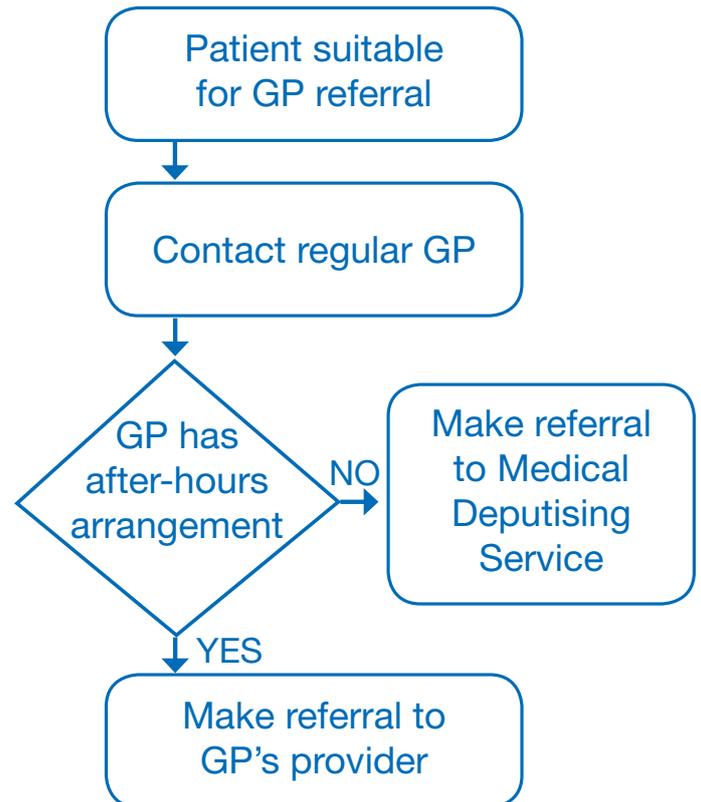
FACT SHEET

After hours Medical Deputising Services

There has been increasing demand on emergency ambulance resources to attend Triple Zero (000) cases where the patient is considered to have a low acuity medical or minor injury presentation suitable for out of hospital care. Previously, when a patient was suitable for out of hospital care but required prompt follow-up with a general practitioner (GP), the after-hours availability of GP services was limited. In this case, paramedics have been required to transport patients to the hospital Emergency Department (ED) despite recognising this may not be the most appropriate care destination for the patient.

The Medical Deputising Service initiative provides paramedics with new referral options outside regular GP surgery hours, if the patient's GP does not have existing arrangements. Paramedics will first contact the patient's regular GP practice and follow any instructions to arrange after-hours services. In the absence of any formal arrangements, the paramedic will contact one of the authorised Medical Deputising Services to arrange a home visit for the patient.

Initial telephone triage is followed by a bulk billed home visit by the GP, these visits are achieved within two hours of call in over 80 per cent of cases. The Medical Deputising Service provides the patient's regular GP with a letter documenting the presentation and care provided, thus ensuring continuity of care.



“ This integrated care model should be considered to improve service provision for patients who are accessing health care through the Triple Zero (000) system outside of regular GP surgery hours. It will benefit these patients by matching their clinical needs to the most appropriate health care. ”

