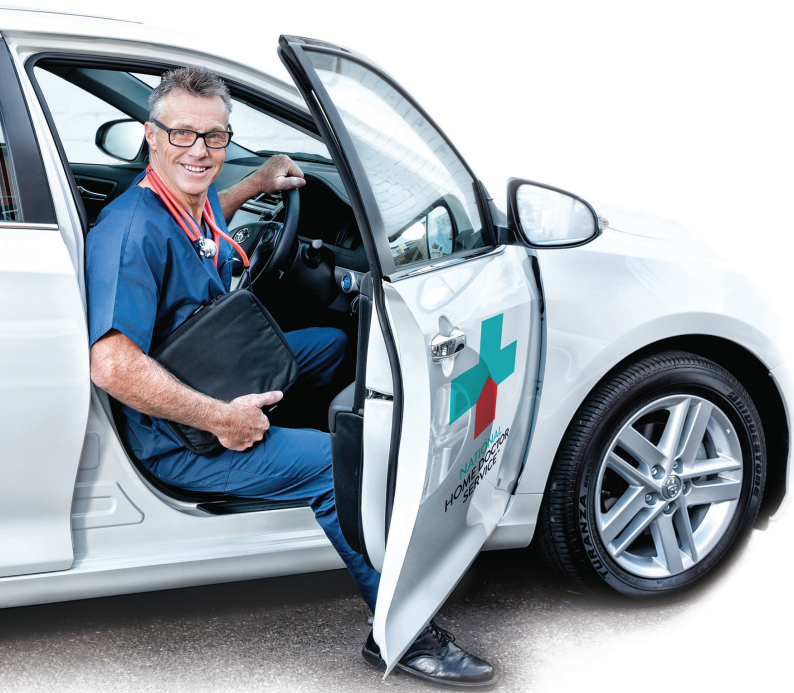


PATIENT INFORMATION SHEET



13SICK, National Home Doctor Service is Australia's largest network of home visiting doctors. Our team of more than 800 doctors provides urgent after hours medical care to patients at home and in aged care residences.

13SICK gives patients across Australia access to urgent medical attention at night and on weekends, when GP Practices are closed. Our Doctors treat acute, episodic illnesses and injuries, such as respiratory infections, migraines, gastro, fevers, urinary tract infections, and injuries from falls: conditions that, while not life-threatening, require urgent medical attention. All doctor home visits are bulk billed for patients with a Medicare or Gold DVA card.

AUSTRALIA-WIDE

Every night and weekend, **13SICK** Doctors deliver after hours care to 80% of the Australian population in communities around the country. We currently service the following locations:

Capital cities

- + Adelaide
- + Brisbane
- + Canberra
- + Darwin
- + Hobart
- + Melbourne
- + Perth
- + Sydney

Regional centres

- Albury-Wodonga
- Ballarat
- Bendigo
- Gold Coast
- Ipswich
- Launceston
- NSW Central Coast
- Newcastle
- Shepparton
- Sunshine Coast
- Toowoomba
- Townsville
- Tweed Heads



We are constantly reviewing our coverage as more Doctors join our team. To keep in touch about expansion to our service, like us on [Facebook](#)



PATIENT INFORMATION SHEET

HOW WE CARE

Last year, **13SICK** provided medical care to more than a million patients in the after hours. Many of those patients were babies or young children. Others were senior citizens or aged care residents. Much of the anxiety and worry associated with illness in the after hours is relieved when our Doctor arrives to provide the medical treatment, advice and care the patient needs. All our Doctors carry a Doctor's bag that contains starter packs of various medications. So if needed, in many cases patients can start treatment immediately. After the home visit, **13SICK** will send the Doctor's medical report to the patient's nominated GP the following day, so they are kept in the loop.

Feedback from our patients is important. Following each doctor home visit we send a short survey, asking patients about their experience. By doing this, we can continually improve our service to ensure our patients get the very best medical care.

If you have any questions or queries regarding a recent home visit, please call the administration staff on **13SICK (that's 13 7425)** during business hours, or email feedback@homedoctor.com.au

URGENT MEDICAL ATTENTION

13SICK provides urgent medical care to patients in the after hours. It is not a service for medical emergencies. If symptoms are critical or life-threatening, you should call triple zero (000) or go immediately to hospital. Nor does **13SICK** treat requests for routine medical care. All routine medical treatment, such as prescription repeats, immunisations, referrals, check ups or chronic disease management, should be handled by your GP.

OUR SERVICE OPERATES WEEKNIGHTS, WEEKENDS AND PUBLIC HOLIDAYS

Our Doctors are on the road from 6pm weeknights, from

12 noon Saturdays, all day Sunday and public holidays, when GP Practices are closed. To book an after hours home visit, simply call **13SICK** (that's 13 7425) and speak to one of our operators, who will determine if a home visit is the best option. We bulk bill all patients with a Medicare or Gold DVA card, so the home visit won't leave you out of pocket. Alternatively, you can download the **13SICK** App, and send a request for a doctor home visit that way.

Once your booking has been confirmed, you will receive an SMS with the estimated time of your Doctor's arrival. Prior to Doctor's arrival we ask patients to turn on an outside light and put away any pets. Most patients are seen within two to three hours, however wait times can vary, particularly during winter when there is peak demand for our service.

It's important to monitor the patient while they're waiting for the Doctor to arrive. If at any time the patient's symptoms worsen, we ask you to call **13SICK** and update our operators as you may be advised to go to hospital.

WHEN TO CONTACT 13SICK

Our Operations Centre accepts bookings for home visits during the after hours period, as defined by Medicare Australia:

- From 4pm Monday to Friday (Doctors are on the road from 6pm)
- Saturdays: from 10am (Doctors are on the road from 12 noon)
- All day Sunday
- All day public holidays

If patients require urgent medical care during business hours, they should contact their GP.

For administration and other general enquiries during business hours, please call **13SICK (13 7425)**.



PATIENT INFORMATION SHEET

FEES AND BILLING ARRANGEMENTS

We bulk bill all Medicare and Gold DVA card holders, so the home visit won't cost you anything. If the patient does not have a Medicare or Gold DVA card, they can still book a doctor home visit and pay by credit card (Visa or MasterCard). We will issue you a receipt, which you can take to Medicare for a refund.

Overseas students who have overseas student health cover (OSHC) with Allianz, Medibank Private or Bupa, will not be charged a fee for the doctor home visit. For other overseas visitors, we can provide a receipt for the doctor home visit, which you can lodge with your insurer for a refund.

OUR DOCTORS

13SICK is accredited to the standards developed by the Royal Australian College of General Practitioners (RACGP) for medical deputising services. All our Doctors are fully qualified and are registered with the Australian Health Practitioner Regulation Agency (AHPRA), as required by the Medical Board of Australia. Our Doctors are supported by a distinguished panel of Medical Directors, who oversee all matters of clinical governance.

SUPPORTING GPs AFTER HOURS

Every family should have a GP they know and trust. Your GP knows your medical history, and is the best person to advise and manage the ongoing health of you and your family. But your GP can't be available 24 hours a day. That's why more than 2,000 GP Practices around Australia choose **13SICK** to look after their patients in the after hours. Many GP Practices divert their phones to **13SICK** when they are closed, giving peace of mind to their patients who may need urgent medical care at night or on the weekend. Also, GPs can supply **13SICK** with 'special patient instructions', ensuring their patients receive continuity of care. Following the home visit, your Doctor prepares a detailed medical report which

is electronically transferred, faxed or sent to your nominated daytime GP the following day.

If your Doctor refers you for any pathology or radiology tests, **13SICK** will arrange a copy of the results to be sent to your nominated GP. This is to ensure your GP is fully informed. All patients are advised to attend their GP for follow up of any tests.

13SICK MAGNETS

To request some of our fridge magnets, please click on the link below, complete the form and we'll mail some out to you.

www.homedoctor.com.au/Contact-Us/Order-13SICK-Magnets

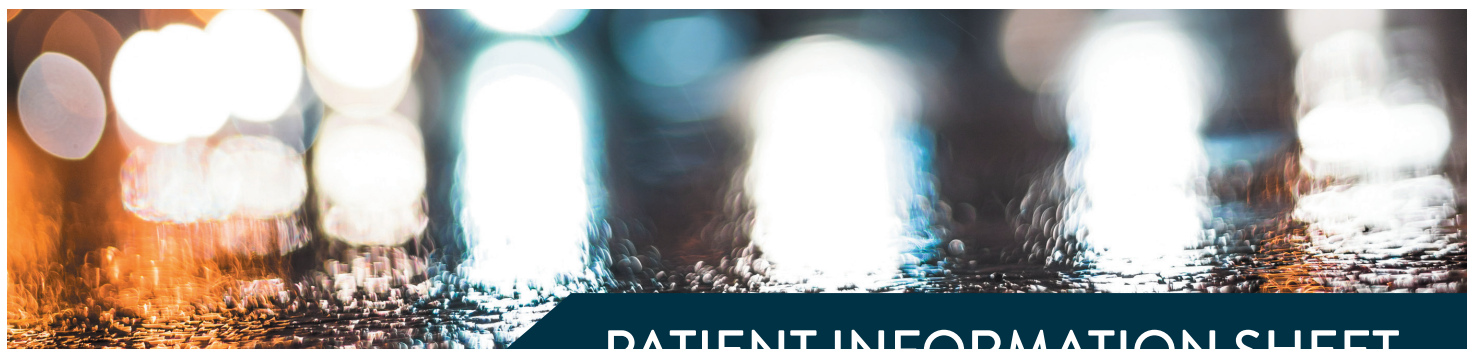
MANAGEMENT OF PERSONAL HEALTH INFORMATION

13SICK is committed to ensuring that the privacy of your personal information is respected and maintained at all times. We are bound by the Australian Privacy Principles in the Privacy Act 1988 (Commonwealth) and any relevant Health Privacy Principles under State legislation.

From time to time we communicate with patients via email and SMS. Patients can unsubscribe from these communications at any time.

Full details on the management of your personal health information including collection, disclosure and access, can be found in our Privacy Policy which is located on our website www.homedoctor.com.au/Privacy-Policy or email privacy@homedoctor.com.au for a copy.

If for any reason you need a copy of your health information held by **13SICK**, please contact our administration staff by calling **13SICK (13 7425)** during business hours, or email info@homedoctor.com.au.



PATIENT INFORMATION SHEET

FEEDBACK

At **13SICK** we strive to provide patients and GPs with the very best after hours 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 feedback@homedoctor.com.au, or in writing to:

THE MEDICAL DIRECTOR

13SICK, National Home Doctor Service
Level 4, 29-57 Christie St,
St Leonards NSW 2065

If a patient is dissatisfied with the standard of service received, complaints should be directed firstly to the Medical Director at the address above. We will respond promptly to all complaints received. Patients wishing to take their concerns further may contact the relevant state bodies listed below:

QUEENSLAND

Office of the Health Ombudsman
Phone: 133 646
Email: info@oho.qld.gov.au

NEW SOUTH WALES

Health Care Complaints Commission Inquiry Service
Phone 02 9219 7444
Freecall 1800 043 159
Email: hccc@hccc.nsw.gov.au

VICTORIA

Office of the Health Services Commissioner
Complaints and Information
Phone 1300 582 113
Email: hsc@health.vic.gov.au

SOUTH AUSTRALIA

Health and Community Services Complaints
Commissioner
Phone 08 8226 8666
Freecall 1800 232 007
Email: info@hcscc.sa.gov.au

NORTHERN TERRITORY

Health and Community Services Complaints Commission
Phone (08) 89991969
Email: hcscc@nt.gov.au

WESTERN AUSTRALIA

The Health and Disability Services Complaints Office
Phone (08) 6551 7600
Email: mail@hadsco.wa.gov.au

AUSTRALIAN CAPITAL TERRITORY

Health Services Commissioner
Phone: 02 6205 2222
Email: human.rights@act.gov.au

TASMANIA

Health Complaints Commissioner
Phone: 1800 001 170
Email: health.complaints@ombudsman.tas.gov.au

If you require any assistance with understanding any part of this patient information sheet, email 13SICK@homedoctor.com.au or call 13 7425 during office hours and our administration staff will be happy to help.

NATIONAL OFFICE T 02 9424 7997 | F 02 9412 3599
Level 4, 29 - 57 Christie Street, St Leonards NSW 2065

ADELAIDE T 08 8130 3324 | F 08 8363 3431

BRISBANE T 07 3831 9999 | F 07 3835 1012

CANBERRA T 02 6126 5306 | F 1300 300 856

GOLD COAST T 07 5531 1224 | F 07 5531 1228

MELBOURNE T 03 9429 5677 | F 03 9427 1014

NEWCASTLE T 02 4956 1185 | F 02 4957 9930

PERTH T 08 6220 7100 | F 08 9325 5450

TOWNSVILLE T 07 4726 9900 | F 07 4774 1003

