

After-Hours Health Care Service

~Frequently Asked Questions~

After Hours Service operating hours:

- Weeknights - 6pm-10pm
- Sat, Sun, and Public Holidays - Midday – 4pm

Is your area covered:

Locations supported during this pilot program include Griffith (and surrounding Murrumbidgee and Carrathool Shires); Leeton Shire; Finley, Berrigan, Deniliquin (and surrounding Berrigan and Edward River Shires), within the following postcodes:

- 2652
- 2663
- 2665
- 2669
- 2675
- 2680
- 2681
- 2700
- 2703
- 2705
- 2706
- 2707
- 2710
- 2711
- 2712
- 2713
- 2714
- 2716

Can I call even if I do not have a regular GP?

Yes, the service is available to all community members within the outlined postcodes.

How long will it take before I can expect to see a GP?

When you call through to the After-Hours service you can anticipate you will be consulted within an hour of calling the After-Hours service.

Type of GP health care service and advice:

The GP will consult with you for the detection, treatment or management of an illness, injury, medical condition or related symptom. The medical consultation may involve the use of prescribed medications, diagnostics or therapy, conventional or alternative.

Please note: NO medications for addiction will be prescribed by this service.

Will my consultation details/results be sent to my regular GP?

Yes, patients can consent for their record from the consultation be shared with their regular GP. HealthAccess ensures referred patients receive clinically/medically appropriate care by making ourselves available to local GPs providing follow up consultations on diagnosis and treatment, when requested.



How HealthAccess will help you:

Our friendly staff will answer all calls, requesting your details and symptoms. These details are then passed on to our on-call doctor to consult, treating current presenting symptoms, when it is not an emergency. Our system records the time of the call as well as the time the doctor completed the call.

If your symptoms become worse, please phone again so our operators can suggest an alternative course of action. Should we experience any unforeseen delays our staff will attempt to contact you.

Post Consultation Feedback:

HealthAccess comes with a post consultation survey that allows you to provide feedback on the service. The surveys capture targeted response around your experience with the consultation, GP, referral pathway, likelihood to engage with the service in the future, referring family and friends, improvement ideas and free text option for additional comments.

Feedback is important for the service to ensure we continue to improve our service, providing quality health care and advice.

How my personal information will be managed:

The doctors engaged assess any concerns or issues regarding patient safety, clinical need, preference, and appropriateness of telehealth consultations.

Privacy and confidentiality are integral to the culturally appropriate practices we provide.

Your medical record is a confidential document. Information sharing is contingent on meeting all privacy, confidentiality, and consent requirements and HealthAccess adhere to all required standards, frameworks, and guidelines, including but not limited to Australian College of Rural and Remote Medicine (ACRRM), Royal Australian College of General Practitioners (RACGP) and Royal Australasian College of Physicians (RACP).

Who is HealthAccess:

HealthAccess is an end-to-end, fully managed, virtual, GP-led, triage and clinical care service designed to support Primary Health Centres, Local Hospitals, Aged Care and Ambulance services.

HealthAccess was built using The Health Communities Foundation Australia's' (formerly RARMS) 20 years of knowledge, experience and skill designing and delivering innovative solutions to address health workforce supply, clinical work/life balance and community health care access, for some of the most clinically challenging and 'difficult to reach' communities in Australia.

HealthAccess will deliver a fully integrated GP-led Telehealth solution consisting of:

- Statewide Telehealth consultations for triage support.
- Reporting, governance, auditing, and business insight to ensure high quality care and outcomes, and continuous improvement.
- Secure, encrypted messaging for patient data transfer.
- Clinical continuity of care and shared care through collaborative integration of services with local health workforce, service providers and industry groups.