



## The Rowley Road Clinic

### After Hours Service Policy

April 2025

This practice ensures reasonable arrangements for medical care, including the follow up of seriously abnormal and life-threatening pathology results for our patients outside our normal opening hours.

The arrangements for medical care outside normal opening hours including how to access this care and the possibility of out-of-pocket costs, is communicated clearly to patients of this practice.

In our practice, we offer after-hours care to patients of our practice by having formal arrangements with an Accredited medical deputising service: Medicare Urgent Care Clinic, Noarlunga Hospital or National Home Doctor Service. We also refer patients to call 000 or attend the nearest Accident and Emergency centre if the problem is urgent.

Feedback about the quality and timeliness of after-hours care provided to our patients by the afterhours service provider is obtained, and patient satisfaction with our after-hours service is regularly evaluated and improvements implemented if necessary. To facilitate continuity of care, we ensure any reports or notes pertaining to consultations occurring outside the normal opening hours, either by or on behalf of our practice, are incorporated into the patients' health records in a timely manner.

High-risk results need to be communicated to the responsible GP quickly and appropriately to allow suitable action to reduce the risk of adverse outcomes for the patient. The Rowley Road Clinic has system and protocol for identifying high-risk results outside normal opening hours.

All current doctors at the clinic provide their mobile phone number to

Our current pathology providers:

- Australian Clinical Labs
- SA Pathology
- Clinpath

Our current radiology providers:

- Benson
- Jones
- Radiology SA

The Practice Manager has also provided her mobile phone number in the case that a doctor is unable to be contacted, they can be contacted for communication.

In the case of not being able to contact the treating doctor, the Practice Principal, Dr Andrea Prior will take clinical responsibility for the high-risk result.

Any correspondence or notification received about after-hours care provided to a patient of our practice is documented in the patient's health record.

Our practice's normal opening hours are:

**Monday:** 8:00am – 6.30pm

**Tuesday:** 8:00am – 6.00pm

**Wednesday:** 8:00am – 6.30pm

**Thursday:** 8:00am – 5.30pm

**Friday:** 8:00am – 5:30pm

Advice to our patients on how to access care during the after-hours period is available:

- By our telephone answering machine message.
- In the practice information sheet,
- On a sign visible from outside the practice, and
- On our practice website.

For calls received after-hours, our practice has a comprehensive message on the answering machine that includes the practice's opening hours, details of the after-hours care arrangements in place (including a contact telephone number) and a recommendation to call '000' if the matter is an emergency.

In our practice, we offer after-hours care to patients of our practice by having formal arrangements through a cooperative with our sister clinics and having formal arrangements with an accredited medical deputising. Our formal arrangement is with National Home Doctors who can be contacted on 13SICK (137 425)

Our practice has provision through the opening hours of Myers Street and our linked database enabling pathology providers to contact a patient's general practitioner or other member of our medical team where significant and/or life-threatening pathology results are identified. Any correspondence or notification received about after-hours care provided to a patient of our practice is documented in the patient's health record.