

SERVICE INFORMATION SHEET

REGISTERED OFFICE and CONTACT DETAILS	MEDICAL DIRECTORS	DOCTORS HOURS	CLINIC HOURS (Queensland)
National Patient Booking Line:  134 100 Head Office QUEENSLAND 07 3463 130 Mailing Address: PO Box 837, Redbank Plains QLD 4301 SOUTH AUSTRALIA 08 7078 7063 TASMANIA 03 6169 5518 VICTORIA 03 9988 2123 NEW SOUTH WALES 02 8999 9357 <i>Each state location includes both a metropolitan and a rural or regional location.</i>	QUEENSLAND Dr Hamid Taghipour FRACGP Dr Manas Gupta FRACGP Dr Kieran Le Plastrier FRACGP Dr Griselda Sta Maria FRACGP Dr Muhammad Arshad FRACGP SOUTH AUSTRALIA Dr Alex Alexander FRACGP TASMANIA Dr Matthew Poxon FRACGP Dr Edward Foley FRACGP VICTORIA Dr Anilkumar Manikappa Patil FRACGP <i>The Service is governed by our Clinical Advisory Group who play a significant role in providing clinical governance with regards to patient care and outcomes within the Service.</i>	Monday: 6pm to 8am Tuesday: 6pm to 8am Wednesday: 6pm to 8am Thursday: 6pm to 8am Friday: 6pm to 8am Saturday: from midday onwards Sunday: 24 hours Public Holidays: 24 hours CONTACT CENTRE HOURS The Contact Centre operates 24 hours a day to facilitate continuity of care and to support our general practices that deputise to Hello Home Doctor Service.  134 100 	After Hours Clinic Blackstone Building 2/A 14 Hill Street Blackstone Qld 4304 07 3073 3933 OPERATING HOURS: Monday: 6pm to 10.30pm Tuesday: 6pm to 10.30pm Wednesday: 6pm to 10.30pm Thursday: 6pm to 10.30pm Friday: 6pm to 10.30pm Saturday: 1pm to 10pm Sunday: 1pm to 10pm Public Holidays: Please call 07 3073 3933 for service availability

WELCOME TO Hello Home Doctor Service

Hello Home Doctor Service provides high-quality after-hours medical care in the comfort of your home or residential aged care facility, on behalf of your regular General Practitioner (GP). Our service ensures you continue your GP care in the after hours.

Each state location includes both a metropolitan base and a rural or regional service area, ensuring consistent access to after-hours care across urban and remote communities.

We are committed to providing accessible, safe, and compassionate healthcare to our patients while maintaining full compliance with the RACGP Standards for After Hours and Medical Deputising Services and the Department of Health AMDS Program Capabilities (1–6).

SERVICE ACCREDITATION

Our Service is fully accredited under the Royal Australian College of General Practitioners (RACGP) Standards for After Hours and Medical Deputising Services.

Accreditation demonstrates that our systems, governance, and clinical care align with national benchmarks for safety, quality, and accountability.

It confirms that Our Service maintains a strong framework of:

- Clinical leadership and supervision
- Quality improvement and patient safety
- Risk management and governance
- Continuous staff education and compliance monitoring

This accreditation assures patients that their after-hours care is delivered with integrity, professionalism, and clinical excellence.

TRIAGE AND CLINICAL SCOPE

Our triage processes and clinical operations are guided by these national capability statements to ensure that every patient interaction is managed safely, efficiently, and in line with best-practice standards.

Capability 1: Identify and appropriately refer patients with emergencies
Our Service identifies emergency cases and immediately refers patients to 000, a hospital Emergency Department.

Capability 2: Obtain a brief and accurate description of the patient's condition
Triage staff confirm symptoms, duration, severity, pain level, and any attempted treatments.

Capability 3: Obtain a brief health history
A short health history is taken to support safe, clinically appropriate decisions.

Capability 4: Scheduling care
Appointments are prioritised based on urgency and aligned with the doctor's competencies and supervision requirements.

Capability 5: Managing communicable diseases
Infection control protocols ensure isolation and PPE compliance for patients presenting with communicable diseases.

Capability 6: Triage routine or non-urgent matters
Patients with routine or ongoing conditions are referred back to their regular GP to ensure continuity of care.

These capabilities ensure Our Service delivers safe, efficient, and compliant deputised medical care while maintaining patient safety and GP collaboration.

OUR MEDICAL TEAM

Our Service doctors are qualified General Practitioners registered with the Australian Health Practitioner Regulation Agency (AHPRA). Our team includes:

- Fellows of the Royal Australian College of General Practitioners (FRACGP)
- Fellows of the Australian College of Rural and Remote Medicine (FACRRM)
- Doctors enrolled in approved training pathways working under supervision

All doctors work under the oversight of the Clinical Advisory Group, which governs credentialing, supervision, and professional standards.

This ensures that every consultation reflects the highest level of clinical care, safety, and professionalism.

OPERATING HOURS AND SERVICE COVERAGE

Our Service operates during defined after-hours periods when regular GP clinics are closed:

- Weeknights: 6:00 pm – 8:00 am
- Saturdays: from 12:00 pm onwards
- Sundays and Public Holidays: 24 hours

Contact: 134 100
Email: info@hhds.com.au
Website: <https://hellohomedoctor.com.au/>



BOOKINGS AND ACCESS TO CARE

Bookings can be arranged through our Contact Centre on 134 100. Our triage team will assess your needs and allocate the most appropriate doctor based on clinical urgency.

When requesting a visit, please have the following details ready:

- Full name, date of birth, and address
- Medicare card information
- A brief description of your medical concern

Please note: Our Service is not an emergency service. For life-threatening emergencies, always call 000.

INTERPRETER SERVICES

Our Service is committed to providing safe and inclusive care for all patients. Interpreter services are available for patients who prefer to communicate in a language other than English.

 TIS National: 131 450
 www.tisnational.gov.au

Please inform our staff at the time of booking if you require an interpreter so arrangements can be made in advance.

We also acknowledge and respect Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land and are committed to culturally safe healthcare for all.

SERVICES WE PROVIDE

Our Service doctors provide medical care for acute, non-life-threatening conditions during the after-hours period.

All calls are triaged as per the Department of Health guidelines and patients requesting a visit for a clinical matter that are outside the scope of deputized care will be referred back to regular GP for follow up care. Examples of clinical matters that are outside the scope of deputized care include:-

- Health promotion activity that requires ongoing care.
- Management of chronic disease.
- Procedures that require resuscitation facilities.
- Procedures that may need good illumination of specific equipment and certification i.e. driving licence medicals.

This ensures that deputising doctors focus on urgent care while continuity of long-term management remains with the patient's regular GP.

TEST RESULTS AND FOLLOW UP

Our Services provides after-hours care on behalf of your regular GP. Any tests ordered during your consultation are reviewed by the attending doctor and a clinical summary is sent to your nominated GP by the next business day.

Your GP is responsible for reviewing your results and arranging any necessary follow-up. We recommend contacting your GP within a few days to discuss your results.

If a result is urgent, our doctor will coordinate care with your nominated regular GP.

BILLING INFORMATION

At our Service, we believe everyone deserves easy access to quality care.

- Home visits are bulk-billed for all patients who hold a valid Medicare or Veterans Affairs (DVA) card.
- Telehealth appointments may also be bulk-billed if you meet the Department of Health's eligibility criteria. If you're not eligible, a private fee will apply, starting from \$80.00. Our team will confirm any fees with you before your booking is finalised.
- Private and international patients — if you have private health insurance (including Overseas Student Health Cover – OSHC) with an approved insurer such as Allianz, Medibank, NIB, Bupa, or AHM, we can process your claim directly through your health fund.
- If you don't have Medicare or eligible private cover, a \$200 consultation fee applies, payable by credit card at the time of booking.
- Please note, we're unable to accept cheques.

CONTINUITY OF CARE

Our service actively encourages continuity of care with each patient's regular General Practitioner (GP). All clinical summaries, results, and treatment notes from after-hours consultations are securely transmitted to the nominated GP by the next business day, ensuring seamless information sharing and follow-up.

ELECTRONIC AND PHONE COMMUNICATION

Our Service welcomes non-urgent communication via email at info@hhds.com.au.

Please avoid sending confidential or sensitive health information via email, as it is not a secure method of communication.

For urgent matters or clinical concerns, please call 134 100 so that your enquiry can be appropriately triaged.

PATIENT IDENTIFICATION

All patients must be verified using three identifiers before any information is discussed or a consultation begins. Approved identifiers include:

- Full name
- Date of birth
- Residential address

This ensures patient safety, privacy, and accurate clinical records.

YOUR PRIVACY

Our Service is committed to safeguarding your personal and health information. We comply with the Privacy Act 1988 (Cth), the Australian Privacy Principles, and the RACGP Standards for General Practices for after hours and Medical Deputising. All staff undergo regular privacy training to uphold these standards. To protect your privacy:

- Your information is accessed only by authorised staff involved in your care.
- We will never share your information with third parties without your informed consent, unless required by law.
- You will always be identified using three approved identifiers (e.g. full name, date of birth, and address) before any personal information is disclosed or discussed.

A copy of our Privacy Policy is available at www.hellohomedoctor.com.au

If you have any questions or concerns about how your information is managed, please speak with our reception team or our team of Doctors.

PATIENT RIGHTS AND ACCESSIBILITY

We are committed to providing equitable healthcare for everyone.

No patient will ever be refused access to clinical assessment or medical treatment on the basis of gender, race, disability, Aboriginal or Torres Strait Islander background, age, religion, ethnicity, beliefs, sexual orientation, or medical condition.

Our service ensures that patients with disabilities or special needs can access care safely and comfortably. Where possible, we make reasonable adjustments to support accessibility, including:

- Telephone and electronic communication options for patients who may have mobility limitations.
- Assistance for patients with hearing, visual, or speech impairments.
- Coordination with carers, support persons, and residential aged care facilities to meet individual needs.
- Accessible communication materials available on request.

If you have special requirements or need assistance to access our services, please let our team know when booking your appointment so we can arrange appropriate support.

PATIENT RIGHTS AND FEEDBACK

At Hello Home Doctor Service, we are committed to delivering care that is safe, respectful, inclusive, and of the highest clinical standard.

We encourage all patients to take an active role in their healthcare and to share their experiences with us. As a patient, you have the right to:

- Be treated with dignity, respect, and without discrimination.
- Access safe, evidence-based, and culturally responsive care.

- Be involved in decisions about your treatment and care plan.
- Provide feedback or raise concerns without fear of negative consequences.

Whether it's a suggestion, compliment, or concern, we welcome you to contact us at info@hhds.com.au.

Unresolved concerns? If you feel your concern has not been resolved satisfactorily, you may contact the health complaints authority in your state or territory for independent review or assistance:

Health Complaints Contacts by State and Territory

Queensland (QLD)
📞 Office of the Health Ombudsman (OHO)
133 OHO (133 646) 🌐 www.oho.qld.gov.au

New South Wales (NSW)
📞 Health Care Complaints Commission (HCCC)
(02) 9219 7444 🌐 www.hccc.nsw.gov.au

Victoria (VIC)
📞 Health Complaints Commissioner (HCC)
1300 582 113 🌐 www.hcc.vic.gov.au

South Australia (SA)
📞 Health and Community Services Complaints Commissioner (HCSCC)
1800 232 007 🌐 www.hcscs.sa.gov.au

Tasmania (TAS)
📞 Health Complaints Commissioner (Ombudsman Tasmania)
1800 001 170 🌐 www.healthcomplaints.tas.gov.au

Your feedback is vital in helping us continuously improve our services.

OPEN DISCLOSURE

Hello Home Doctor Service adheres to the Australian Open Disclosure Framework, ensuring transparency and honesty in healthcare delivery.

In the rare event that something goes wrong, our team will:

- Communicate openly with you about what occurred
- Provide an explanation and apology where appropriate
- Support you through the process
- Implement measures to prevent future incidents

PATIENT RESPONSIBILITIES

Patients are encouraged to provide accurate and complete information, keep their contact and Medicare details up to date, and treat all staff, doctors, and other patients with courtesy and respect. Patients are also asked to follow medical advice where appropriate and to notify our service if their circumstances or condition changes.

RESPECTFUL BEHAVIOUR POLICY

At Hello Home Doctor Service, we are committed to maintaining a safe, respectful, and inclusive environment for all patients, visitors, staff, and healthcare professionals. We kindly ask that all individuals:

- Treat our doctors, administrative and contact centre staff with courtesy and respect
- Communicate calmly and constructively, even during times of stress or frustration
- Refrain from aggressive, abusive, or threatening behaviour, including yelling, swearing, or intimidation

Please note: Inappropriate behaviour may lead to limited access to services in line with our zero-tolerance policy. Our team is here to help you, and we appreciate your cooperation in fostering a welcoming and respectful healthcare setting.