



After-Hours Bulk Billing Doctor in Your Home
Creating new benchmarks in outstanding after hours primary medical care



Dial A Local Doctor Pty Ltd

INTRODUCING

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Dial A Local Doctor is an exciting after-hours medical service currently being offered in the Brisbane, Logan, Ipswich, Toowoomba, Dalby, Redcliffe, Caboolture, Gold Coast, Mount Isa and Tweed Heads and areas (check our website for the latest updates as we are growing to new areas). Operated by qualified and experienced doctors, Dial A Local Doctor provides after hours medical attention in people's homes when their own GPs are not available.

“This service offers incredible value to the communities in which they operate”

This service offers incredible value to the communities in which they operate. For instance, clients are able to access non-emergency professional care in their own homes, which not only has the benefit of providing immediate resolutions to health concerns, but also means that there is minimal disruption to the rest of the family, such as not having to wake sleeping children to take them to emergency wards with the ill person.

Local General Practitioners also benefit as they can be confident that their patients are able to receive quality, professional after hour's treatment. A whole community benefit, however,

is through this service being able to ease pressures on hospital emergency rooms that the presence of non-life threatening cases can cause because patients with minor injuries and illnesses simply have nowhere else to go.

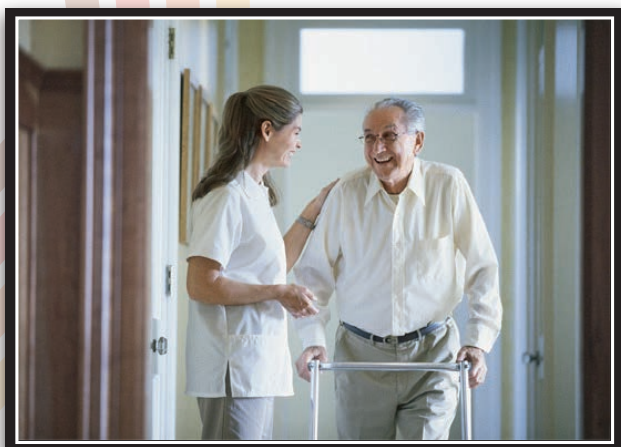


WHO WE ARE:

- **After hours medical service.** Dial A Local Doctor only operates in an after-hours capacity providing confidence to General Practitioners that their patients have access to non-hospital care when required.
- **Partners.** Dial A Local Doctor is an after-hours deputising service which works with General Practitioners to ensure that their patients have access to quality medical care 24 hours a day, seven days a week

“Patients have access to quality care every weekend, 365 days a year including public holidays”

- **Accredited Medical Deputising Service.** Dial A Local Doctor complies with all of the requirements of the Royal Australian College of General Practitioners’ Standards for General Practices (4th edition), which includes updated standards for after-hours care services and has attained full accreditation with GPA Accreditation Plus.



WHAT WE ARE NOT:

- **An emergency service provider.** During their initial call, patients are asked a range of questions which allows the highly trained operator to make an informed decision about whether immediate emergency attention is required. In these cases, patients are instructed to call 000 if required or immediately attend to the Emergency Department of the nearest hospital, as we do not handle any emergency or life threatening situations.

“Dial A Local Doctor is a complementary service, not competition for medical centres”

- **Competition.** Dial A Local Doctor only operates in an after-hours capacity meaning that services are not available when local medical centres are open. Dial A Local Doctor will refer clients to their own GPs if required, meaning Dial A Local Doctor is a complementary service, not competition for medical centres, as we fill the gap only.



BENEFITS:

- **Prompt service.** From the time of the initial call to our service, patients will generally receive a visit from a Dial A Local Doctor practitioner within two hours and sometimes it can take longer depending on the queue.
- **Bulk billing.** The Dial A Local Doctor service is fully bulk billed for all clients holding a Medicare card. For all patients without a Medicare card, including overseas visitors, the fee is \$185.

“The Dial A Local Doctor service is fully bulk billed for all clients holding a current Medicare card”

- **Range of locations.** Whilst the majority of Dial A Local Doctor patients are located in private homes, our doctors will also attend to patients in nursing homes, retirement villages, hotels and other locations as required.
- **Medications.** Dial A Local Doctor practitioners are able to provide medications in limited amounts (starter pack) with prescriptions provided should the client's regular doctor not be available the following day (on weekends, for instance).
- **Referrals.** Each time a Dial A Local Doctor practitioner visits a patient, he or she will refer the patient back to their usual doctor for follow up. Current partner medical practices report significant increases in patients attending to their surgeries for follow up and on-going care.



- **Information.** Following a visit to a patient's home, the Dial A Local Doctor practitioner will send through a report to the patient's regular doctor detailing the patient's condition and the treatment provided.
- **Emergency Department respite.** As Dial A Local Doctor provides after hours treatment of non-life threatening conditions which albeit require immediate attention, patients who would otherwise have to go to the local emergency department, can now be treated in their homes by a qualified medical practitioner.

“Current partner medical practices report significant increases in patients attending to their surgeries for follow up and on-going care.”

- **GP Work-Life Harmony.** With assurance that patients have access to expert after-hours medical assistance if required, GPs are able to commit to evening activities with confidence. Partner medical practices have the option of switching their phones to the Dial A Local Doctor service enabling a seamless transition from normal day time practice hours to after hours, thus ensuring continuous care for patients and peace of mind for their doctors.
- **Confidentiality.** Dial A Local Doctor adheres to the strictest standards of confidentiality and professional conduct.



OUR SERVICE HOURS:

Monday to Friday 6pm to 8am
Saturday from Noon
Sunday and public holidays 24 hours
Dial A Local Doctor operates 365 days a year
Ph: **1300 980 980**

HEAD OFFICE OPENING HOURS:

24 hours, 7 days a week and 365 days a year

NSW OFFICE:

12/8 Corporation Circuit
Tweed Heads NSW 2485, Australia

HEAD OFFICE:

Level 1, 200 Grand Ave,
Forest Lake QLD 4078, Australia

CORRESPONDENCE:

P.O. Box 1296
Sunnybank Hills QLD 4109, Australia

For more information about forming a partnership & becoming a partner medical practice with Dial A Local Doctor or becoming a deputised Dial A Local Doctor practitioner please contact:

Ph: 1300 980 980

Email: admin@DALD.com.au

Web: www.DALD.com.au

Dial A Local Doctor Pty Ltd

ABN: 13 159 053 497

Disclaimer: Anything can change anytime in this brochure without any notice