

After-hours GP services to RACFs

Currently, RACFs within the Yarra Ranges Local Government Area have the option of contacting Doctor Doctor to provide priority after hours GP services during the week from 6-10pm and on weekends from 2-6pm.

From 1 August, this priority service will no longer be available

RACFs can now utilise the following services:

- 1. Contact the residents regular GP to see if they are available to see their client**
- 2. My Emergency Doctor (MED)**

My Emergency Doctor is a specialist emergency Doctor available by phone or by downloading the My Emergency App. This service is free to all residents and RACFs in the Shire of Yarra Ranges and offers an Emergency Doctor on the line or via an App. Doctors are qualified and trained to quickly diagnose and treat patients. MED Doctors can prescribe and complete referrals, imaging and pathology requests which are emailed to the facility. A copy of the Clinical Summary is sent to the Clients regular GP following the consultation.

Accessing the service:

Tel: 1800 000 633 or

Download the free app –My Emergency Doctor and enter the postcode of the facility and the partner code. Please note not you do not need to enter credit card details just proceed with using the partner code (postcode). If you would like a member of the MED team to meet with you at your RACF, please contact Di Hayes at dhayes@myemergencydr.com.au

- 3. Residential In Reach Service -9955 7474**

Residential In-Reach services provide assessments and management of acute medical conditions for residents of RACFs.

RIR Operating hours include:

- Phone consultations/advice/triage: Mon to Friday 8am-9.30pm, Sat and Sun: 8.30am -4.30pm
- On-site assessments by a Nurse Consultant: Mon to Friday 8am-9.30pm, Sat and Sunday: 8am -4.30pm
- On-site assessments by a Geriatric medicine register : Mon –Friday 9am-4.30pm

***Please note that Doctor Doctor and other locum services may still operate in the following suburbs: Lilydale, Montrose, Kilsyth, Moroolbark, Lilydale.**

Please contact Susan Rice at Eastern Melbourne Primary Health Network on 8814 2418 or susan.rice@emphn.org.au if you have any further enquiries.

If you determine that a resident is having a medical emergency, ring 000

FOR MORE INFORMATION

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Phone 9046 0300
www.emphn.org.au

phn
EASTERN MELBOURNE

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