



HOME VISIT POLICY

Introduction

Where safe and reasonable, practitioners at St James Family Medical & St James Specialist ("Facility") will make visits to existing patients in their homes, aged or residential care facilities, or in hospitals within and outside of normal consulting hours.

Safe and reasonable care

If it is not safe and reasonable to supply home visits to a patient, the alternative system of care would be for the patient to be taken by a family member or friends to this facility for an appointment, or in the case of emergency an ambulance should be called and the patient transported to the local hospital.

This facility considers the reasonable geographical limit to provide a home visit is within a 5km radius of our location. This applies to patients either residing at home, in a residential or aged care facility, or when admitted to a hospital located within that radius.

Provision of visits

The provision of home visits is usually conducted by the patient's treating GP. In the absence of the patient's regular GP, another available GP at the facility would be advised of the request for a home visit.

The facility offers home and other visits to regular patients:

- who are confined due to illness or disability e.g. with mobility challenges
- who require urgent treatment that can be provided more quickly at home
- to reduce the risk of infection

When agreeing to conduct a home visit, the usual GP will consider the following:

- is it clinically or culturally appropriate
- is there a risk for potential for violence or transmission of infection
- would a telephone or video consultation be sufficient
- is a pre-screening telehealth consult required beforehand to triage urgency

Procedure for booking a home visit

A home visit can be requested by:

- Patients
- a nominated carer
- family member or friend of the patient

To request a home visit, one of the above people can call the facility. Reception staff will then communicate with the usual GP to get their permission to book a home visit and ascertain a suitable time and date for the visit.

Continuity of care and exchange of clinical information is facilitated by:

- consult notes will either be retrospectively typed into the patient's health record or handwritten consult notes will be scanned into the patient's health record.
- exchange of clinical information between GP's when the usual GP did not conduct the home visit themselves