

HOSPITAL STREET DOCTORS



Information for Residential Aged Care Facilities - Aged Care GPs

Providing holistic and personalised medical care to older people living in residential aged care facilities throughout the Albury Wodonga Region.

We are General Practitioners who understand the unique needs of Aged Care Residents providing comfort for relatives with the confidence that we support their loved ones with care and dignity.

We are a team that support patients in Aged Care Facilities that is meaningful and rewarding.

At Hospital Street Doctors we passionately believe all older people deserve access to exceptional medical care and the opportunity to play an active role in their own health and wellbeing. As individuals with unique physical and emotional needs, they should be surrounded with respect, understanding and love and, where possible, be empowered to make decisions for themselves.

Values

Respect: We listen to our clients' needs and work hard to ensure we completely understand and honour the differing needs of each individual's circumstances.

Integrity: We bring transparency and integrity to every decision, no matter how small.

Quality: Is about doing more for patients and their families as they experience this journey together to provide meaningful and timely services.

Consistency: We maintain the highest standards of service in every aspect of what we do.

Loyalty: We stay with our clients as long as we are needed – no matter how busy our work becomes; all clients are valued.

Aged Care Facility Onsite Visits

The doctors schedule routine visits to each of the RACFs they visit. All patients needing a review as determined by the doctor or by facility staff will be reviewed. In addition, loved ones of our patients can contact our administration team to request the treating doctor to visit their loved one and discuss his or her care. This is limited to the Next of Kin and/or Medical Treatment Decision Maker if in place.

If there is a medical issue or a notifiable situation in between the scheduled visits, the RACF staff can email agedcare@hospitalstreetdoctors.com.au (preferred) or ring 02 6056 1166 to discuss regarding the urgency of review. The GP on duty will triage these requests.

Emergencies

If the resident/ loved one is suffering a life-threatening emergency, please telephone 000 immediately to seek ambulance and hospital treatment, if consistent with their Advanced Care Directive, goals of care and ceiling of care.

Reminder System

Hospital Street Doctors is committed to preventative care, and we have an electronic system that provides reminders to the doctors about when the resident is due for routine assessments like care plan reviews, medication reviews and the annual comprehensive medical assessment.

Results Policy

In the interests of best practice and privacy, and unless otherwise stated, an appointment is required to discuss results of any investigations/tests performed. The results will be discussed at the next weekly scheduled visit unless urgent/clinically significant where the doctor will contact patient and the facility staff without delay.

After-Hours Coverage/Public holidays

The RACF staff/ nurse can ring to the on-call GP on 0408 963 490 for urgent medical advice if necessary.

If urgent medical attention is required after hours, RACF staff follow their procedures for calling an ambulance, in keeping with the goals of care.

If GP on call not available/not contactable (leave/ sickness etc) - please use the below services during this time:

Virtual ED Service: <https://redcap.nh.org.au/surveys/?s=RRE83X88NF>

Communications Policy

In line with our privacy policy, our practice will only engage in communication with the patient, RACF staff, patient's Next of Kin or Medical Treatment Decision Maker via telephone, email or in person. A copy of our full communications policy including how you are able to access your health information is available via our website.

Feedback, Complaints and Compliments

At Hospital Street Doctors, it is important to us that we continually improve the way we deliver our services and we welcome feedback as an essential part of our continual improvement process. If you have feedback, a complaint or compliment, you can speak to your loved one's treating doctor, our RACF Care Co-ordinator or ask to speak to our Office Manager. If you are unhappy about a health service provided to a family member, please always try speaking with their treating doctor as a matter of priority. We will always endeavour to resolve any complaints directly but where a matter cannot be resolved, the Health Services Commissioner can be contacted on 1300 582 113 for advice.

Patient Satisfaction Survey

Murray PHN supports our aged care through the chronic disease funding project till June 2025. As part of this a survey is offered to patients – a patient satisfaction survey is a voluntary survey that needs to be offered to all our RACF patients - <https://forms.office.com/r/uGzcSGQ70P>



RACF Team

Provision of Care GPs Dr Rukshani Wijesekera
 Dr Wasanthi Dharmadasa
 Dr Pushkara Epa

RACF Care Co-ordinator Sachini

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