



FEES & BILLING

- Consultation is on a bulk billing basis to all current Medicare and Veterans Affairs Card holders.
- Patients who do not have a Medicare card are charged the Medicare scheduled fee and payment is required at the time of the consultation. A receipt is issued. (Please ask our staff about current fees.)



CALL CENTRE & PHONE POLICY

- Our call centre staff are trained in triage procedure and if necessary will recommend you seek urgent medical attention by calling 000 or requesting you attend the nearest casualty department.
- If there is uncertainty about your condition, the call centre will contact our doctors for advice regarding the best course of action.



PRIVACY & CONFIDENTIALITY

- Your medical record is a confidential document and it is our policy to maintain a high level of security in regards to personal health information.
- A record of consultations are stored electronically and is password protected on several levels. The report of the consultation is also securely transmitted electronically to your own doctor where possible, including treatment or recommendations.
- All employees and contractors that work with our service are required to sign and comply with our comprehensive confidentiality agreement, a full copy of which is available by contacting enquiries@radiodoctor.com.au or 02 4227 3251.

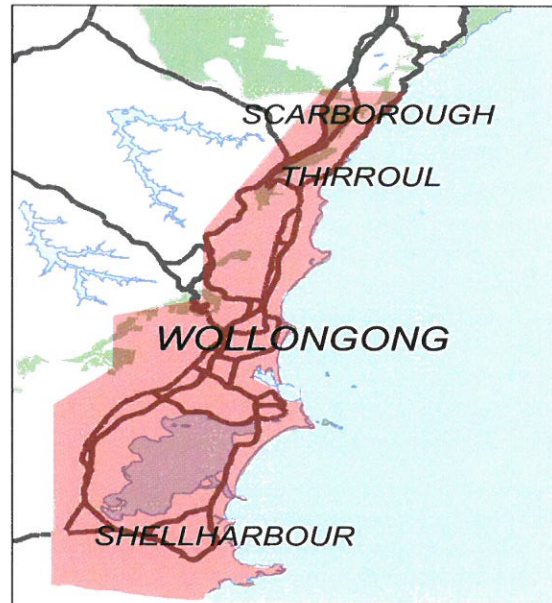


FEEDBACK & COMPLAINTS

- We take your suggestions and feedback seriously.
- If you have a complaint, contact the General Manager on 02 4227 3251 or email (in confidence) to generalmanager@radiodoctor.com.au
- If you are unsatisfied with the response and wish to take the matter further you can contact the Health Care Complaints Commission on 1800 043 159 or 02 9219 7444.



SERVICE AREAS



AFTER HOURS HOME DR VISITS
radiodoctor.com.au



CALL CENTRE

(02) 4228 5522

Wollongong and Shellharbour Areas



radiodoctor.com.au

OFFICE: (02) 4227 3251

enquiries@radiodoctor.com.au



AVAILABLE:

WEEKNIGHTS Monday - Friday 6pm to 6am
WEEKENDS Saturday 12pm midday to Monday 6am
PUBLIC HOLIDAYS 24hrs
ALL YEAR ROUND

Bulk Billed
(Medicare)

ABOUT US

- Wollongong Medical Service Co-operative Limited, now trading as Radio Doctor Illawarra started in 1974 by six local GPs concerned about after hours care for their patients.
- We have a range of fully qualified, highly experienced doctors who provide bulk billed after hours healthcare on weeknights, over weekends and on public holidays, all year round.
- We are a not-for-profit, member-owned and run Co-op made up of local GPs.
- All calls are taken by our specially trained call centre staff.
- Our local drivers operate out of our fully equipped base and accompany our doctors on visits.
- We are available in most suburbs from the iconic Sea Cliff Bridge (starting at Scarborough) in the north to Shell Cove in the south.
- We are accredited by Australian General Practice Accreditation Limited (AGPAL), which means we meet rigorous national standards for health care quality and safety.

SERVICES AVAILABLE

- We provide diagnosis and treatment of illnesses which require attention outside of standard medical practice hours.
- We do not see patients for routine medical consultations.
- We don't prescribe S8 drugs.
- We cannot act as your regular GP.
- We are not an emergency service and our doctors will not treat serious injuries or wounds. If any of these apply in your case you will be advised by our call centre to call the ambulance or attend the nearest ED.



ONGOING TREATMENT / FOLLOW UP

- Where you advise us and where possible (your doctor or practice is a member of RDI), we will communicate with your regular doctor to assist in the continuity of your treatment and on-going care. We generally provide follow up reports by the following business day.
- In most cases, our doctors will recommend that you see your own doctor for pathology or other tests. However, in the event that we have ordered pathology or other tests, the results will be directed to your own doctor for follow up.



APPOINTMENTS & WAITING TIMES

- We do not have an appointment system; priority of calls are determined by the order in which they are received, clinical need and geographic location.
- We make every effort to attend to your booking as soon as we can. The majority of calls are seen within two hours, however this cannot be guaranteed and patience is appreciated. A 'call on approach' can be requested if necessary.



HOME VISITS & OTHER ACCOMMODATION

- We visit a range of accommodation types, including homes, aged care facilities, retirement villages, student or shared housing, rented apartments, holiday parks/homes etc.



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EMERGENCY CONTACTS

AMBULANCE, POLICE, FIRE	000
BULLI HOSPITAL	(02) 4284 4344
WOLLONGONG HOSPITAL	(02) 4222 5000
PORT KEMBLA HOSPITAL	(02) 4223 8000
SHELLHARBOUR HOSPITAL	(02) 4295 2500
POISONS INFORMATION CENTRE	131 126
LIFELINE	131 114



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