

ON RECEIVING CALL FROM THE PATIENT FOR REQUEST FOR ON THE DAY ASSESSMENT, RECEPTIONIST ENQUIRES THE REASON, PHONE NUMBER(S) AND ANY OTHER RELEVANT INFORMATION AND ADDS TO DOCTOR'S ASSESSMENT LIST.

PATIENTS WOULD BE ADVISED BY RECEPTIONIST THAT DOCTOR WOULD TRY BEST TO RING BACK WITHIN 2 HOURS OF RECEIPT OF THE CALL TO GAIN MORE INFORMATION, PRIORITISE AND DECIDE THE MOST APPROPRIATE COURSE OF ACTION (NURSE PRACTITIONER APPOINTMENT, DOCTORS APPOINTMENT, MINOR INJURY UNIT, VISIT, ADVICE OVER PHONE + / - MEDICATION, ARRANGE INVESTIGATION / REFERRAL, PRACTICE NURSE APPT, DISTRICT NURSE VISIT FOR HOUSEBOUND PATIENTS, ETC.).

RECEPTIONISTS ARE ADVISED TO ADD THE REASON FOR ATTENDANCE, PHONE NUMBER(S) TO CONTACT, ANY OTHER RELEVANT INFO AND THEIR INITIALS TO THE ONCALL SCREEN.

ONCALL DOCTOR WOULD TRY LEVEL BEST TO RING WITHIN 2 HOURS TO ASSESS AND MANAGE APPROPRIATELY (NURSE PRACTITIONER APPOINTMENT, DOCTORS APPOINTMENT, MINOR INJURY UNIT VISIT, ADVICE OVER PHONE +/- MEDICATION, ARRANGE INVESTIGATION / REFERRAL, PRACTICE NURSE APPT, DISTRICT NURSE VISIT for HOUSEBOUND PATIENTS, etc.) IF THE NURSE PRACTITIONERS AND OTHER DOCTORS APPOINTMENTS ARE EXHAUSTED, ON-CALL DOCTORS WOULD SLOT PATIENTS IN THEIR OWN CLINICS AND REVIEW APPROPRIATELY.

IN AN UNUSUAL SITUATION, IF NOT ABLE TO OFFER A SUITABLE APPOINTMENT TO THE PATIENT ON THE SAME DAY, THEY WOULD BE ADVISED TO RING BACK THE FOLLOWING DAY FOR AN **APPOINTMENT THE NEXT DAY.**

WHEN PATIENTS ARE REFERRED FROM THE **WALK IN CENTRE**, THE NURSE PRACTITIONER IS ADVISED BY THE RECEPTIONIST TO SPEAK TO THE ONCALL DOCTOR SO THAT THE DOCTOR COULD GET MORE INFORMATION, PRIORITISE AND MANAGE THE REFERRAL EFFECTIVELY.

RECEPTIONISTS ARE ADVISED TO TAKE DETAILS FROM PATIENTS WHO ARE REQUESTING **MEDICATIONS** AND ADD TO THE MEDICATION REQUEST SHEET AND HANDOVER TO THE DOCTOR AROUND 12 NOON. PATIENTS ARE ADVISED TO COLLECT THE SCRIPTS AFTER 4PM.

A SEPARATE DOCUMENT HAS BEEN MADE WITH PARTICULARS ABOUT THE NUMBER OF **SAME DAY URGENT APPOINTMENTS** (SDU O/C DR USE). THE SDU O/C DR USE APPOINTMENTS ARE TO BE USED ONLY BY THE ONCALL DOCTOR AND THE DOCTOR IS ADVISED TO ADD INITIALS TO IDENTIFY THAT.

ON CALL DOCTORS ARE ADVISED **ONLY** TO USE THE SDU O/C DR USE APPOINTMENTS AVAILABLE ON THE **SAME DAY** (NOT THE FOLLOWING DAYS)

THE RECEPTIONISTS AND THE DOCTORS ARE ADVISED TO ADD THEIR **INITIALS** AFTER MAKING EVERY APPOINTMENT