

Family Care Medical Services

Providing world-class after hours primary medical care



- Family Care Medical Services has been providing after-hours coverage for the patients of General Practices in Brisbane for nearly 40 years.
- Mr Stuart Tait, is CEO of the service how has a team of nearly 200 Doctors and a car fleet of over 35 vehicles caring for an east coast population of over 5,500,000 Australians.
- Each year Family Care Medical Services carry out over 250,000 patient contacts and home visit over 250,000 sick Australians.
- After hours accounts for 70% of the week. An afterhours doctors home visit significantly reduces hospital admissions during the afterhours period.
- The service operates within the whole Commonwealth defined after hours period. Patients or carers can call the service after 4pm Monday to Friday or after 10am onwards on Saturdays. The service operates 4 hours on Sundays and public holidays.
- The service is supported and partly funded by 1,700 subscribing GP practices so that their patients can receive world-class 24/7 care.
- Patients of subscribing GP practices who are pensioners, healthcare card holders or children under 16 years of age the cost of the Doctors house call is bulk billed.
- Family Care Medical Services commenced trials deploying a telehealth service using technology to monitor chronically ill patient's health in their homes. This is done in partnership with Patient Connect Pty Ltd.
- Patient Connect uses a range of technological providers rather than being aligned to one specific provider. Patient Connect works with local community organisations to advise them on technologies that can assist them in improving workforce productivity whilst caring for a larger portion of the aged and chronically ill.
- Through advanced medical software systems developed and owned by Family Care Medical Services, patient reports can be shared amongst a number of carer organisations including daytime GP's, nurses and carer organisations.
- Family Care Doctors meet stringent Australian Medical Board qualifications.
- Doctors travel with a Chaperone to ensure their safety.
- Family Care Medical Services issues all its Doctors with free starter packs of selected medications so that patients can commence their medication immediately, instead of having to wait for a pharmacy to open the next day.
- 50% of all patients seen in less than one and a half hours and 80% of patients in under 3 hours.
- All Australian governments want patients to be treated by either their regular day-time GP or home visited at night by their after-hours doctor, instead of using public hospital emergency departments.
- For more information visit www.familycare.com.au or call 13 SICK, that's 13 7425.

BRISBANE

Patient Calls: 13SICK (13 7425)
Office Calls: 07 3831 9999
Fax: 07 3835 1012
96 Warren St
Spring Hill, QLD 4004
Mailing Address:
PO Box 528
Spring Hill, QLD 4004
info@familycare.com.au

SYDNEY

Patient Calls: 13 SICK (13 7425)
Office Calls: 02 9410 3944
Fax: 02 9412 3599
Level 6, 2 Help St
Chatswood, NSW 2067
Mailing Address:
PO Box 5545
West Chatswood, NSW 1515
sydney@familycare.com.au

www.familycare.com.au
ACN 010 891 406

BOARD OF MEDICAL DIRECTORS

Dr Beres Wenck
MB BS FAMA
Principal Medical Director

Dr Rajendra Prakash
DSM Dip Sports Med. FRACGP
Brisbane Medical Director

Dr John Buckley
MB BS FRACGP Dip RACOG
QLD CPD & Training Director

Dr Harry Ratnam
LLMRCP & Si
Ipswich Medical Director

Dr Trevor Beall
MB BS
Sunshine Coast Medical Director

Dr Joanna Tait
MB BS
Surgical Director



Providing world-class after hours doctors home visits



Quality
ISO 9001
SAI GLOBAL



FAMILY CARE
MEDICAL SERVICES



What is Family Care Medical Services?

Family Care Medical Services is Australia's largest and leading Medical Deputising Service. Established over 37 years ago, Family Care Medical Services operates in South East Queensland as well as in North, Central and West Sydney, supporting more than 1,600 GPs and caring for over 2,600,000 patients after hours each year.

Medical Directors

The Medical Directors of Family Care Medical Services are: Dr Beres Wenck (Principal Medical Director), Dr Raj Prakash (Brisbane), Dr John Buckley (CPD & Training QLD), Dr Trevor Beall (Sunshine Coast), Dr Harry Ratnam (Ipswich) and Dr Joanna Tait (Surgical).

What we do

Family Care Medical Services provides home visits by a qualified General Practitioner during the Commonwealth defined after hours period to patients of subscribing GPs. Subscribing GPs divert after hours phone calls or leave a message on their answering machine as well as supplying patients with information through a range of marketing materials.

Family Care Medical Services uses the latest technology to provide:

Peace of mind – Doctors can enjoy uninterrupted recreation time with family and friends.

Seamless after hours service – Subscribing Practices receive electronic patient records the next day; ensuring patient records remain up to date.

Access to Medicare incentives – Our service meets all the after hours Practice Incentive Payment (PIP) criteria.

Coverage in Queensland



Coverage in New South Wales



Our Mission: To Provide World-Class After Hours Primary Medical Care

Our Values

As an AGPAL accredited Medical Deputising Service, Family Care Medical Services ensures the best possible medical care of patients through the management of quality assured business systems and the recruitment of medical practitioners who meet all the standards of the Medical Board of Australia.

We recognise that the patients of subscribing GPs require compassionate and equitable access to home visits or clinic consultations. Pensioners, Healthcare card holders, children under 16 and DVA Gold Card holders will generally be bulk-billed. We ensure that the standards of medical care under which the patients of subscribing GPs are treated the same regardless of the method or quantum of payment.

After Hours Medical Deputising Service

Complimentary Medicine Starter Kits

Few pharmacies are open 24 hours a day. Family Care after hours doctors carry complimentary pharmaceutical supplies to provide patients with a starter dose until prescriptions can be filled the next day. This assists in early recovery particularly for children and the elderly.

Our doctors also carry a number of useful items to ensure a wide variety of medical conditions can be treated. These include suture / dressing packs, catheter packs, pathology collection consumables, nebuliser and masks, resuscitation bags and airways.

Defining After Hours

The Commonwealth After Hours Period is defined as:

- Monday to Friday 6pm to 8am
- Saturdays from noon onwards
- All day Sundays and Public Holidays

Operations Room

Medical Referral Assessors categorise patients into 7 triage categories.

Special patient information received from the daytime practice can be sent direct to the GP in the field via the digital wireless network to an on-board Toughbook computer.



Our Mission: To Provide World-Class After Hours Primary Medical Care

FamilyCare *Providing world class after hours primary medical care*
Nurses Services

Medical Directors
Dr. James Wardle - Principal
Dr. Trevor Beall - Sunshine Coast
Dr. John Buckley - Training CPD
Dr. Robyn Napier - Sydney

Dr. Rajendra Prakash - Brisbane
Dr. Harry Rathoni OAM - Ipswich
Dr. Joanna Tall - Surgical

Patient Report
Our Ref: 0300110017

DR BERTS WENCK ^
LEVEL 1, CENTRO MILTON
38 BARDONA ROAD
MILTON
4054

Patient:

Name: CITIZEN, JOHN
Address: 31 KIRIKEE ST
FERRY GROVE
4855

Date of Birth: 01/08/2004 (4)
Contact Number: 32126524

P (07) 2031 8980 F (07) 2835 1012 PO BOX 528 SPRING HILL 4004
For Surgery Use Only Urgent Ring Patient Make Appointment Note In Chart Fax

History
Allergies: Nil relevant to clinical presentation
Current Medical History: Nil relevant to clinical presentation
Observations
Temperature: 37.5
Blood Pressure: Not relevant for current presentation
Pulse: Not relevant for current presentation
Respiration Rate: Not relevant for current presentation
Clinical Notes
HO Abdominal Pain
Abdomen soft, watery diarrhoea, no vomiting, joint pain and swollen ankles, painful weightbearing, non-blanching painful rash to buttock / leg, purpura, no fever. Alert
Provisional / Differential Diagnosis
Provisional Diagnosis: Henoch Schonlein Purpura
Differential Diagnosis: Idiopathic Thrombocytopenia Purpura
Non-blanching rash - need to exclude Meningococcal
Treatment
Treatment Advised: Attend hospital - STAT
Refer to GP
The patient has been advised to return to their regular GP within the working week.
Referrals
Hospital: Referred to Royal Children's Hospital
Timeframe: ASAP
Extra Notes: For investigation and review

Sample

Dr Wright

Confidentiality Note: The information in this facsimile transmission is confidential and is being transmitted and received only for the use of the individual or entity named above. If you are not the named recipient, please be advised that any dissemination, distribution or copy of this transmission is strictly prohibited. If you received this facsimile in error, please advise us immediately by telephone and destroy this facsimile. If you do not receive all pages, please contact the sender on the above number.

Electronic Patient Reports

The medical records of patients seen by our doctors are kept confidential in accordance with national privacy legislation. An electronic copy is sent to the patient's daytime GP, ensuring continuity of care in line with RACGP standards.

Copies of referrals, pathology and other investigations are automatically provided to the patient's regular GP. Clinical notes are recorded onto the chart of aged patients in residential care.

After Hours PIP Compliance

Our service meets all the after hours PIP criteria, ensuring compliance with increasingly stringent medical audit requirements.

Subscribing Practices receive a PIP certificate and supporting letter which confirms subscription to our after hours service.

After Hours Doctors – Caring For Patients After Hours

Quality Workforce

Family Care Medical Services graduates more Fellows into the RACGP than any other GP practice in Queensland or New South Wales.

Continuing Professional Development

Family Care Medical Services conducts fortnightly RACGP accredited CPD courses for all after hours doctors, ensuring clinical competency.

No Opiate Policy

Family Care Medical Services has an “opiate free” policy and has virtually eliminated drug-seeking patients from the after hours service. This helps to ensure a safe service for our doctors and their chaperones.

Use of a Chaperone

Doctors are escorted by a Chaperone as a security measure. Chaperones and doctors carry emergency alarms and cars are fitted out with two-way radios, additional security lights and a 3G enabled Blackberry phone.

Doctor’s Bag with Emergency Pharmacy Supplies

Each visiting doctor has a medical bag and kit with contents which are determined by the Board of Medical Directors in accordance with the RACGP standards for General Practices (3rd Ed.). Over and above this, doctors also carry a complimentary dose of the following medicines which currently consist of:

- Amethocaine eye drops
- Amoxil
- Bactrim
- Cephalexin
- Chloramphenicol eye drops
- Chloramphenicol eye ointment
- Erythromycin
- Fluorescein eye drops
- Glycerin suppositories
- Lomotil
- Maxolon
- Microlax enema
- Phenergan
- Proctosedyl suppositories
- Rulide
- Valium
- Voltaren suppositories



Contact us

Queensland

Patients: Call 13 SICK (13 7425)
Office Phone: 07 3831 9999 Office Fax: 07 3835 1012
96 Warren Street, Spring Hill, Queensland 4004

New South Wales

Patients: Call 13 SICK (13 7425)
Office Phone: 02 9410 3944 Office Fax: 02 9412 3599
Level 6, 2 Help St, Chatswood, New South Wales 2067

www.familycare.com.au



FAMILY CARE
MEDICAL SERVICES

