What to do if a Customer becomes unwell

A Range of medical and General Practice Services are available for Customers who become unwell. This includes traditional Hospitals, Clinics and GP Practices as well as after-hours Home Doctor and Advisory telephone services. There are also specific services relating to Corona Virus such as Respiratory Clinics and the Corona Virus Hotline. See further below for more information.

# If a Customer develop symptoms

If a Customer develop symptoms such as:

* fever
* a cough
* sore throat
* tiredness or
* shortness of breath within:
* 14 days of leaving country or region that is at higher risk for COVID-19, or
* within 14 days of last contact of a confirmed case

**then we should support the Customer to see their doctor for urgent assessment.**

(Go to [www.health.gov.au/covid19-travellers](http://www.health.gov.au/covid19-travellers) for the current list of high or moderate risk countries).

You should telephone the health clinic or hospital before you arrive and tell them about any Customer travel history or that they may have been in contact with a potential case of coronavirus.

For After Hours Doctor Services advise them the same details at the time of the phone call.

The Customer must remain isolated either in their home or a healthcare setting (e.g. clinic or ED) until public health authorities inform you it is safe for the Customer to return to their usual activities. Follow any self-isolation procedures issued by Health Authorities.

# Respiratory & Screening Clinics

Up to 100 private practice [respiratory clinics](https://www.health.gov.au/sites/default/files/documents/2020/03/covid-19-national-health-plan-primary-health-respiratory-clinics.pdf) (13/03/2020) will be established to provide dedicated services to people with mild to moderate COVID-19 symptoms, in addition to services available within public hospitals and general practices. The clinics will be established in dedicated premises which meet clear criteria, with arrangements to safely manage infection control. They will complement efforts of state and territory clinics at public hospitals.

Respiratory and Screening Clinics as they are established can be by calling the Corona Virus Hotline on 1800 020 080.

# Central Patient COVID-19 Triage Hotline

To potentially avoid taking symptomatic customers and the requirements for customers to wear PPE into public, especially with Behaviors of Concern, to hospital or medical clinics for mild or minor symptoms we should access health advisory lines:

* National [Central Patient COVID-19 Triage Hotline](https://www.health.gov.au/sites/default/files/documents/2020/03/covid-19-national-health-plan-primary-care-central-patient-covid-19-triage-hotline_2.pdf) (13/03/2020) on **1800 020 080**
* Victoria 1800 675 398
* NSW 1800 022 222
* ACT 1800 020 080
* Qld 13 43 25 84

# Home Doctor Services

The Australian Government has established [an Approved Medical Deputising Service](https://www1.health.gov.au/internet/main/publishing.nsf/Content/approved-medical-deputising-service) (AMDS) Program. An AMDS is an accredited medical deputising service to perform after-hours visits under the Medicare Benefits Schedule (MBS). An AMDS arranges to perform deputised attendances to patients on behalf of their normal GP. An AMDS can extend the care available to a GP’s patients to cover the entirety of the after-hours period (6pm to 8am Weekdays, from noon on Saturday, and all day on Sunday and public holidays).

Suggested Afterhours Services for main geographic locations:

* National Home Doctor (National) <https://homedoctor.com.au/>
* House Call Doctor (Queensland & Northern NSW) <https://housecalldoctor.com.au/>
* Hello Home Doctor (Queensland) <https://www.hellohomedoctor.com.au/>
* 13Cure (NSW) <https://www.13cure.com.au/>
* Hunter Primary Care (Hunter) [https://hunterprimarycare.com.au/gp-access- after-hours/](https://hunterprimarycare.com.au/gp-access-after-hours/)
* Sydney Medical Service (Sydney) <http://www.sydmed.com.au/>
* Radio Doctor (Southern NSW) <https://radiodoctor.com.au/>
* Doctor Doctor (Victoria - Melbourne) <https://www.doctordoctor.com.au/>
* Nurse on Call (Victoria – phone service only) <https://www.ambulance.vic.gov.au/campaigns/nurse-on-call/>

# Fast Track Electronic Prescribing

The [Fast-Tracking Electronic Prescribing](https://www.health.gov.au/sites/default/files/documents/2020/03/covid-19-national-health-plan-primary-care-fast-track-electronic-prescribing_0.pdf) (13/03/2020) program allows a doctor to prepare an electronic prescription that the patient will then be able to electronically share with their pharmacy, where the pharmacy is able to support the home delivery of medicines. This will allow people in self-isolation to access their medicines and will lessen

the risk of infection being spread in general practice waiting rooms and at community pharmacies. Discuss this with the Healthcare professional at the time of the consultation to see if this can apply for the Customer.

# Home Medicines Services

Vulnerable people and people in self-isolation will be able to order their Pharmaceutical Benefits Scheme (PBS) and Repatriation Pharmaceutical Benefits Scheme (RPBS) prescriptions remotely and have their medicines home delivered to reduce their potential exposure to COVID-19 via the [Home Medicine Services](https://www.health.gov.au/sites/default/files/documents/2020/03/covid-19-national-health-plan-primary-care-home-medicines-services-to-support-the-response-to-covid-19.pdf) program (13/03/2020). Talk to the Customer’s pharmacist for details.

# Telehealth Services

An extension to [Telehealth Services](https://www.health.gov.au/sites/default/files/documents/2020/03/covid-19-national-health-plan-primary-care-bulk-billed-mbs-telehealth-services_0.pdf) (13/03/2020) will allow people to access essential health services in their home while they undergo self-isolation or quarantine, and reduce the risk of exposure to COVID-19 for vulnerable people in the community. These services are bulk billed and allow a doctor to consult with a Customer through technology.