

Home & Other Visit Policy

Medika Health Clinic supports its doctors in offering home visits at their own discretion. Our doctors/staff will only complete a home visit if it is deemed that it would be significantly detrimental to the patient's health if the home visit was denied. It is at the Doctor's discretion as to whether they deem a home visit to be necessary. Medika Health Clinic does not offer hospital appointments.

If a patient should request a home visit, staff must obtain the following information to allow the Doctor to make their decision:

- Patient's Name
- Patient's DOB
- Patient's Complaint (as detailed as possible without invading their privacy)
- Patient's Contact Number

When asking the patient for details regarding their complaint, staff members should remember to advise the patient that they do not need to provide us with any information, however, the more information that they can provide, the easier it will be for their doctor to assess their situation.

As soon as possible, the staff member is to provide the doctor with the information that they have obtained from the patient. On reviewing the information, the doctor is to advise the staff member of their decision on attendance and the staff member is to advise the patient and schedule the visit, if necessary.

In the event of a home visit, the doctor must advise the practice staff of the location and expected time/length of the visit. If the doctor does not return at the expected time and is uncontactable, staff must advise the local police.

If the home visit is to occur outside of practice hours, the doctor is to advise the practice manager of the location and expected time/length of the visit. The doctor is to contact the practice manager immediately after the home visit to advise that they have safely departed the residence. Should the practice manager not be able to contact the doctor at the expected time of departure, the police must be contacted to attend the residence.