

Purpose	To ensure that all Practice staff have the correct information to provide to their patients around 24 hour care.
Scope	All members of the Practice Team.
Policy	Practices have the responsibility to provide 24hour medical care, after hours care or can direct patients to a service.
Responsibility	The practice will use methods that take into account local situations, enable flexibility and their any specific practice requirements.

The practice will have clear signage on their front door or window in the event of a patient attending the premises when the practice is closed, including an address and map of the nearest after-hours provider.

The practice will identify barriers for their patients who may have limited English proficiency, disability or other factors that may limit their ability to either understand OR access the out of hours arrangements that the practice has made for their patients.

The practice will provide clear, explicit information about the access to care if after hours care is not provided at the practice.


The practice has an after-hours call diversion to an after-hours provider that patients can access using a maximum of one call.

The practice has an identified system in place for the documentation of information received by the practice of any after -hours care, emergency or specialist service provider.

Practice has the ability to share information electronically with other providers. The practice shares information within the criteria for privacy and security.

The practice has a responsibility to ensure that the information on Healthpoint, on the practice web page(if they have one)and in the patient brochure have the same statement for advising on access and availability.

The practice makes available electronic patient clinical summaries to out of hours health care providers ensuring that they comply with the privacy and security of health information.

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