



General Practitioner's Specialist Service
Navigating Treatment Pathways

Service Standards

The **GPS²** Service Standards are intended to support patients to achieve better health outcomes and where possible return to their previous quality of life or achieve best possible levels of functional restoration.

Our Service Values

- > Patient-Centred
- > Impartial
- > Respectful
- > Accountable
- > Professional
- > Integrity
- > Ethical
- > Informative
- > Highest Quality

Purpose

- > The purpose of the service is to assist patients and treating doctors with diagnostic certainty and treatment advice to improve recovery and functional restoration.

Objective

- > The objective of the service is to facilitate the best possible health outcomes for patients.

Key Performance Indicators

- > We will strive to meet ninety percent (90%) of the Service Standards in greater than eighty percent (80%) of circumstances.
- > We will continually improve our services based on internal audit results and the collective feedback obtained from patients, treating doctors and insurers who have experienced the service.
- > We will monitor and review performance data on a quarterly basis.

Our Service Standards

1. Appointment booking

- > We will respond promptly within one business day to your referral receipt.
- > When a referral is received, contact (telephone call or email) will be made with relevant key parties: the treating doctor or patient within **one business day** to advise of the referral, confirm eligibility or any pre-approvals and arrange an appointment.
- > Patient information details including the contact details of the certifying treating doctor will be collected within **two business days** of the referral and entered into a **GPS²** secure patient database.
- > Every effort will be made to arrange an appointment with the appropriate specialist to take place within **ten business days** of the referral. The referrer will be informed where this is not possible and a decision will be made with the referrer regarding the way to proceed.
- > Appointment confirmation letters will be sent within **two business days** of the appointment booking to the patient and treating doctor regardless of who makes the referral.
- > The patient will be sent a reminder SMS **two business days** before the appointment seeking a confirmation of attendance reply.
- > If employed by a self-insured employer, we will obtain approval from them before booking an appointment.

2. Medical File Preparation

- > All required referral information will be collected within **two business days**, where possible.
- > Any additional information (for example, current work capacity medical certificate/ clinical records/ test results) if not already provided and if relevant, will be requested from the treating doctor or patient within **five business days** of the referral.

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- > A follow-up will be made to receive this information, no later than **two business days** prior to the appointment.
- > The medical file will be provided to the **GPS²** Specialist within **two business days** of the appointment.

3. Patient Examination

- > The patient will be asked to provide photo identity evidence and complete a patient information form when they first arrive for their appointment.
- > The **GPS²** Specialist will explain at the start of the examination their area of medical specialty, their role, and the purpose, nature and extent of the assessment to be conducted.
- > The patient appointment may take up to **45 minutes** where a physical examination is involved and up to **1 hour** where a mental examination is involved.
- > The **GPS²** Specialist will seek patient consent prior to conducting a physical examination. In order to consent, the patient will be advised:
 - > Why the examination is necessary;
 - > What parts of the body are to be examined. If disrobing is required, this will be explained to the patient and the patient's privacy will be respected;
 - > What the examination entails. This may include any discomfort or sensations the patient may feel; and
 - > If anyone else will be present in the room when the examination is being undertaken (e.g. a chaperone).
- > The examination will include reviewing medical records, assessing the patient, taking into account their history, their views, and conducting an appropriate physical or mental examination. The history may include occupational, social and other relevant medical history.

4. Liaison with the Treating Doctor

- > Every effort will be made to arrange a telephone booking between the treating doctor and the **GPS²** Specialist on the **day of the appointment** or if not possible, within **three business days** following the appointment.
- > If a telephone liaison cannot be made within **three business days** of the appointment, the medical report will be forwarded to the treating doctor, with the ability for the treating doctor to request post-report telephone advice from the **GPS²** Specialist.

5. Forming Conclusions and Opinion

- > Consideration will be given to all available evidence including the need for any investigations and additional medical information to help formulate strong and confident conclusions and opinions.
- > Priority will only be given to any additional investigations or medical information on the basis of clinical need, and for the purposes of providing a definitive diagnosis and best care management treatment recommendations.

6. Consultation Summary

- > The consultation summary will offer advice and recommendations (including diagnosis, treatment, functional capacity and prognosis) and for formulating a suitable care management plan.
- > The consultation summary will be sent to the treating doctor within **five business days** of the appointment.
- > A copy of the consultation summary will be not be provided by **GPS²** to any other party.

7. General Enquiries

- > All phone enquiries and emails will be acknowledged within one business day and mail correspondence will be acknowledged within **three business days**.
- > We aim to respond to all enquiries, suggestions or complaints within **ten business days**, where reasonably practicable.
- > We will provide accurate and up to date information, when you need it.

For More Information

For more information or if you wish to provide feedback on these Service Standards, please contact us via our online feedback form (www.gps2.com.au), via email (contact@gps2.com.au) or by calling us on 1800 477 246.

Terms

These Service Standards are effective from 1st July 2015 and will be reviewed annually based on internal audit results and feedback received.