



Southern Highlands GP After Hours Service

Patient Information Sheet

Welcome

The Southern Highlands GP After Hours Service (SHGPAHS) was established in 2001 through a collaboration of local GP's united to deliver after hours care to all residents & visitors within the Southern Highlands. For over 25 years our GPs have provided our community with access to safe, high-quality after-hours services & continuity of care. We play a vital role in ensuring patients can access appropriate healthcare when they need it and help alleviate the demand on our hospital's emergency department.

GPs & Practices

After 25 years the after-hours service is still staffed & operated by a collaboration of local GPs & their Practices. For a list of our collaborating practices please visit our website www.shgpahs.com.au or look for our poster at your regular GPs office.

Services

The service offers after hours GP care for all residents and visitors to the Wingecarribee in the form of a telephone service, and a face-to-face Clinic. We treat all acute non-urgent injuries and illnesses when your regular GP is unavailable.

After-Hours telephone Service - 4861 6433

The After-Hours telephone service operates 365 days a year.

Weekdays from 5.30pm to 8.00am, weekends from 12pm Saturday to 8am Monday, and Public Holidays 24hrs (8.00am to 8.00am)

After hours home visits are available only if clinically indicated & safe for the GP to do so.

After Hours GP Clinic - 1800 161 298

The GP After Hours Clinic is located at 21 St Jude St Bowral and is open:

Saturdays 3.00–5.00pm

Sundays and Public Holidays 9am–12.00noon and 3.00–5.00pm

After Hours Admin Office – 1800 161 298

The admin office is available Monday - Friday 8am - 4pm

Appointments

After-Hours telephone Service - 4861 6433

Call 4861 6433 for our telephone service, available time above. Calls are answered by our professional call service provider who collects your details and passes them onto the GP, who will then return your call.

After Hours GP Clinic - 1800 161 298

The Southern Highlands GP After Hours Clinic is known as a walk-in clinic. The clinic doesn't take appointments, patients are seen in the order they arrive, urgent cases will be triaged accordingly after assessment.

We guarantee all patients who arrive within the opening times of the clinic will be seen by the GP.

***We provide acute care GP services only, we are not to be used as regular GP practice.**

Disabled access

Our premises has good disabled access. All walkways and paths are suitable for wheelchairs and pushchairs and there are no steps to negotiate when entering the Practice premises. Wheelchair access to the building is through the main door. The toilet is situated near the waiting area and has facilities for disabled patients.

Continuity of Care

Clinical handover and continuity of information between the after-hours service and a patient's regular GP are critical to the delivery of high-quality, continuous care. When you see, or speak with, one of our after-hours GPs, the information from that visit is forwarded to your regular GP ensuring continuous and coordinated care.

Patients who identify a regular GP and give consent will:

- a) Have a copy of their consultation notes forwarded to their regular GP.
- b) Have copies of results from any investigations requested by the after hours, forwarded to their regular GP

For the transfer of this information SHGPAHS utilises:

1. HealthLink Secure Messaging with other participating practices.
2. Faxing (if HealthLink is unavailable)
3. Emailing using a password protected PDF, with password provided via another pathway, e.g. in person, phone or SMS to maintain security. (if HealthLink or faxing is unavailable)
4. Mailing (if all other options are unavailable)

***All patients are encouraged to return to their regular GP for follow-up and not to rely on the After-Hours service as a regular GP option.**

Confidentiality, Privacy, & Personal Information

This SHGPAHS is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It's the policy of the SHGPAHS to maintain the security of personal health information at all times.

To provide optimum medical treatment it may be necessary for your doctor to access relevant information regarding your medical condition. Your doctor may also be required to forward information about your medical condition or history to other health care providers.

In some circumstances your clinical records may be accessed or reviewed by staff or assessors for administrative or accreditation purposes. When you register as a patient of our service, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it.

New Patient Information Form - The collection of your personal & medical information on this form complies with the standards set out by the RACGP in their 5th edition standards. All your personal health information is kept private and secure as required by federal and state privacy laws. If you have concerns providing any of this information, please leave the Form/Section blank, and discuss this in consultation with the Doctor.

***For a full copy of our privacy policy please ask at reception or view our website.**

Patient Communication

Telephone access:

For routine telephone access please call the clinic & admin office on 1800 161 298 during our opening hours.
For any urgent medical attention please call 000

SMS:

With your consent, we may use text (SMS) messages to communicate with you for a variety of reasons, including:

Test results, clinical messages from the GP, follow up information or feedback etc.

Email:

There are risks to using unsecured or unencrypted email, due to these risks we advise against this form of communication for any clinical or personally identifying messages.

Our email is set up for routine administration only, for any urgent medical attention please call 000.

Obtaining results

When you consult with one of our after-hours GPs, if a request is made for further investigation & you've consented, the results from these investigations will be forwarded to your regular GP, ensuring continuous and coordinated care. We encourage all patients referred for further investigation, to please make a follow-up appointment with their regular GP for results.

Clinical handover and continuity of information between the after-hours service and a patient's regular GP are critical to the delivery of high-quality, continuous care. The after-hours GP will follow up on any pathology or Imaging results with both yourself and/or your regular GP with your consent.

***Please be aware SHGPAHS will not give any results to a third party without your signed consent, also note copies of test results referred by the SHGPAHS are received & held for continuity of care & record keeping purposes only.**

Consultation Fees

Medicare Bulk Billing Practice - As of 1st November 2025 all Medicare-eligible patients will be bulk billed

Exceptions

Workers Compensation

Workers Compensation patients will be requested to pay at the time of consultation.

A Workers Compensation Certificate may be completed at the clinic but the After Hours Service cannot be the patient's nominated treating doctor.

The fee can be claimed through your employer or insurer once a claim number has been established and a nominated treating doctor advised.

Medicare Ineligibility

Patients who are not eligible for Medicare e.g. Overseas visitors.

Medical Records prior to 2018

The South West Sydney Primary Health Network (SWSPHN) currently holds all our after-hours records prior to 1st March 2018, by signing the new patient Information consent you will be giving the Southern Highlands GP After Hours Service (SHGPAHS) consent to access & collect these records for the continuity of your care.

Patient Feedback, Concerns & Complaints

We welcome all patient feedback & suggestions on how we can improve our service.

You can provide feedback by either contacting the service directly or with the QR scan code

We take your concerns and complaints seriously.

You should express any concerns you may have directly at reception, via the QR scan code, via the website or by writing to the Manager.

We will attempt to resolve your complaint within 30 days in accordance with our complaint's resolution procedure.

Website:

<https://www.shgpahs.com.au/contact>

Email: shgpahs@outlook.com

Phone: 1800 161 298

In writing to:

After Hours Service Manager

Po Box 410

Bowral NSW 2576

QR Scan Code



Southern Highlands GP After Hours Service

If you feel your concerns have not been heard, you may also contact the Office of the Australian Information Commissioner (OAIC) or the Health Care Complaints Commission (HCCC) if

OAIC (Office of the Australian Information Commissioner)

You may also contact the OAIC, generally the OAIC will require you to give them time to respond, before they will investigate.

OAIC is an independent national regulator for privacy and freedom of information. They uphold your right to have your personal information protected.

For further information visit www.oaic.gov.au or call the OAIC on 1300 336 002.

HCCC (Health Care Complaints Commission)

The Commission's Inquiry Service handles inquiries from people who are concerned about the quality of the health care provided to them, or to a family member or friend.

Ph (02) 9219 7444 or toll free on 1800 043 159



After-Hours telephone Service - **4861 6433**

After Hours GP Clinic & Admin Office - **1800 161 298**

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