



# AFTER-HOURS AND HIGH-RISK RESULTS POLICY

Ralifah Medical Centre

In instances where high-risk results are identified outside regular operating hours, our practice follows the procedures outlined below to ensure a timely and appropriate clinical response.

### High-Risk Results Definition

High-risk results refer to urgent or life-threatening findings that require clinical intervention within a short timeframe. Examples include, but are not limited to:

- Positive blood cultures.
- Critical international normalized ratio (INR) or electrolyte imbalances.
- Suspicious imaging findings suggestive of malignancy.
- Abnormal test results requiring immediate review or treatment.

### After-Hours Contact Information

We guarantee that our pathology and diagnostic service providers have access to the after-hours contact information for each general practitioner.

During the induction process, the after-hours contact information of new clinicians is shared with pathology and diagnostic imaging providers. The practice manager updates this contact list with providers every 6 months or whenever there is a change in clinical staff.

### Communication and Escalation

If a staff member (e.g. reception or nurse) receives a high-risk result after hours, they must:

1. Contact the on-call GP immediately using the after-hours contact list.
2. Document all attempts and outcomes in the patient's clinical record.

In case the responsible GP is not reachable, staff must escalate the matter to the deputising service or follow the documented clinical escalation procedure.

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## Deputising Service for Out-of-Hours Care

Facilities utilising a deputising service for out-of-hours patient care:

- Healthdirect After-Hours GP Helpline: 1800 022 222 (accessible 24 hours)

Our practice recommends Healthdirect as the provider for local patients seeking non-urgent care outside of regular hours.

We direct patients to this service via:

- The practice website
- After-hours voicemail message

For urgent care, patients are directed to call 000 or attend the Emergency Department at Griffith Base Hospital.

## Documentation

All after-hours communication related to high-risk results, including contact attempts and clinical decisions made, must be documented in the patient's medical record in the clinical software.

## Review and Audit

This policy is reviewed annually as part of the practice's risk management and quality improvement activities. Documentation and process compliance may be audited periodically.

Approved by: Principal GP

Review Date: 23 June 2025

Next Review Due: 23 December 2025