



Small/Medium GP Practice – Case Study

A small GP with a practice nurse (PN) may have both the GP and PN as their Clinical Contact Point at different times. Their admin staff ensure time is booked throughout the day (specifically in the morning, afternoon and around the lunch break) to check results and contact urgent patients.

Throughout the day the admin/practice manager puts urgent calls through to the PN who triages patients and actions by booking a face-to-face or telehealth appointment with the GP when appropriate.

Results and secure messaging are also check between patients. Urgent results are passed on to the GP to contact for a telehealth appointment if appropriate or asked to present to the practice. The GP will contact these patients so they can bill for a telehealth consultation. Any urgent results made known over the phone to reception is sent through via a message to the PN that is reviewed between patients and followed up.

The PN ensures all messages and results are cleared that day.

Billing

ITEM	NAME	DETAILS
91790	Videoconference attendance for an obvious problem	Equivalent to a face-to-face item 3
91800	Videoconference attendance less than 20 minutes	Equivalent to a face-to-face item 23
91890	Short phone consultation	Less than 6 minutes
91891	Long phone consultation	6 minutes or greater