

COVID-19 GP Clinic FAQs for Healthcare Professionals

1. Can a patient who is not online make an appointment by phone?

The preference is to book online, but if your patient is unable to access the internet, you can call *Our Medical Home* on 8311 3888 or *Hazelbrook General Practice* on 0492 818 575 and the operator will make the online appointment with the patient over the phone.

2. If I am the patient's usual GP, will I be sent the test results?

Yes, wherever possible the test results will be sent to the patient's usual GP.

3. When will my patient get their results?

It may take up to 48 hours for patients to receive their test results. The results will be given to the patient either by phone or SMS, whichever they indicate is their preference.

4. How soon will I receive my patient's test results?

Test results will be provided to the usual GP within 48 hours as well.

Our Medical Home, Homemaker Centre

2227 Wolseley Street, Jamisontown

9am to 5pm, Open 7 Days

8311 3888



5. What is the difference between these GP-led Respiratory Clinics and the Hospital COVID Clinics?

These are clinics run by GPs in our region that will undertake COVID-19 testing, but are also able to provide face to face consultation to patients with other respiratory illnesses. They help to reduce presentations of respiratory patients at local general practices to make it easier for practices to safely manage other patients. They are also designed to reduce unnecessary hospital presentations. They do not require a GP referral, although patients are recommended to undertake a telehealth consultation with their usual GP prior to attending. There is no cost to the patient and the usual GP will be sent test results. Patients must make an online appointment to attend these clinics.

The Hospital clinics, which are located on the grounds of hospitals in Penrith, Katoomba, Lithgow and Windsor, only undertake COVID-19 testing. There is no cost to the patient and the test results will not be sent to the usual GP. Patients attending cannot make an appointment.

Hazelbrook General Practice

9 Rosedale Avenue, Hazelbrook

8.30am to 12.30pm and 1.30pm to 5.30pm, Monday to Friday

0492 818 575



An appointment **MUST** be made. You can book online at
www.nbmphn.com.au/COVIDGPclinics