



## Practice Details

Office: 4 Salford Street, Victoria Park, WA 6100  
Postal: 4 Salford Street, Victoria Park, WA 6100

Email: [info@dial-a-doctor.com.au](mailto:info@dial-a-doctor.com.au)  
Phone (General Enquires): 1300 030 030

## Services Provided

Dial-A-Doctor is an after-hours home visit service. We have doctors on the road that come to you - in the comfort of your own home.

## Operating Hours

Our operating hours are:

- Weekdays 6pm – 8am
- Saturday From 12pm
- Sunday & Public Holidays 24 Hours

## Appointments and Communication with Dial-A-Doctor

To make an appointment please call our friendly Contact Centre staff during Contact Centre opening hours on: **1300 030 030**.

Or

Download our free booking request App!



## Location Coverage

We operate throughout Perth Metro. To see if we cover your area, please enter your postcode on our website: <https://www.dial-a-doctor.com.au/our-areas.html>

## Billing

Our Service is fully bulk billed for all Medicare or DVA card holders.

If you do not hold a Medicare, DVA card there is a one off call out fee of \$180 which can be paid in cash or card. You will be provided with a receipt as you may be able to make a claim through your insurance company when applicable (e.g. travel insurance).

## Clinical Notes & Referrals

The visiting doctor will make clinical notes during their consultation that will be forwarded promptly to your regular General Practitioner for attention and record keeping.

If our doctor asks you to provide a pre-treatment urine or swab sample, you will be given overnight storage instructions and should make a follow-up appointment with your GP to request testing on the sample and follow up results.

## Management of Patient Health Information

Dial-A-Doctor is committed to maintaining the privacy of all confidential patient information in accordance with applicable Legislation. For further information please refer to our Privacy Policy available on our website: <https://dial-a-doctor.com.au>

## Practice Quality Standards

Dial-A-Doctor is fully accredited with QPA. Our service policies and procedures are in line with the standards for afterhours and medical deputising services (5<sup>th</sup> edition) as set out by Royal Australian College for General Practice.

## Questions, Feedback And Complaints

For all questions, feedback, compliments or complaints please contact us via:

Post: FAO The Receptionist  
Dial A Doctor Australia Pty Ltd  
4 Salford Street, Victoria Park, WA 6100  
Email: [info@dial-a-doctor.com.au](mailto:info@dial-a-doctor.com.au)  
Tel: 1300 030 030  
Website: [www.dial-a-doctor.com.au](http://www.dial-a-doctor.com.au)

We make every effort to respond within the following timeframes:

For written communication we will respond by next business day after receipt.

For e mail communication we will respond within 48 hours.

For telephone communication, immediate response or within 48 hours of voicemail received.

You may also contact OAIC or HaDSCO, generally, they will require you to give them time to respond before they will investigate. For further information visit or call:

[www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992  
[www.hadSCO.wa.gov.au/home](http://www.hadSCO.wa.gov.au/home) or call HaDSCO on 1800 813 583 for Western Australia