

## After-hours support – aged care homes

**After-hours services available to residential aged care homes (RACHs), if your usual GPs/general practices aren't available**

### Statewide

<p>Healthdirect helpline <a href="http://about.healthdirect.gov.au/healthdirect">about.healthdirect.gov.au/healthdirect</a> Phone 1800 022 222</p>	<p>Health professionals working in aged care homes can call the healthdirect helpline (1800 022 222) for after-hours support.</p> <p>Please identify yourself as a health professional calling from an aged care home, as this will assist with triage to a healthdirect GP where appropriate.</p> <p>This is a free service funded by the Australian, state and territory governments. It's available 24 hours a day, 7 days a week.</p>
<p>Care@home (acute virtual monitoring program) <a href="http://www.health.tas.gov.au/care-at-home">http://www.health.tas.gov.au/care-at-home</a> Phone 1800 973 363</p>	<p>Care@home is a statewide service that remotely supports patients to better self-manage their illnesses and chronic conditions using virtual care.</p> <p>Aged care residents can be referred directly to the Viral Acute Respiratory Illness Program. This includes influenza, COVID-19 and RSV. Other illnesses, such as urinary tract infections, cellulitis and gastroenteritis, need a GP referral.</p> <p>The service provides 24-hour virtual support for a 7 to 10-day period. Medical care is available from GPs from 9am to 9pm.</p> <p>Beginning 1 August 2025, palliative care support will also be available through Care@home.</p>
<p>National Telemedicine Doctors <a href="http://www.nationaltelemedicinedoctors.com">www.nationaltelemedicinedoctors.com</a> Phone 02 8834 7760</p>	<p>National Telemedicine Doctors provides a telehealth service from 9am to 9pm Monday to Friday, and 9am to 1pm on Saturdays and Sundays. No bulk billing. The doctors cannot prescribe Schedule 8 medications. The doctors can provide advice to RACH staff.</p>

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<p>Hello Home Doctor</p> <p><a href="http://hellohomedoctor.com.au">hellohomedoctor.com.au</a></p> <p>Phone 13 41 00</p>	<p>Hello Home Doctor is a fully accredited medical deputising service provider. It offers an after-hours visiting doctor service to RACH residents on behalf of their regular GP.</p> <p>The Hello Home Doctor Service offers bulk-billed doctor visits in the following after-hours period:</p> <ul style="list-style-type: none"> <li>• Monday to Friday: 6pm to 8am</li> <li>• Saturday: 12 noon onwards</li> <li>• Sunday and public holidays: 24 hours.</li> </ul>
<p>My Emergency Doctor</p> <p><a href="http://www.myemergencydr.com">www.myemergencydr.com</a></p> <p>Phone 1800 123 633</p>	<p>My Emergency Doctor offers a phone and video-based service which connects RACH residents with qualified Australian senior emergency specialist doctors. The service can be accessed by visiting the website from any smart device and clicking on CALL DOCTOR, or calling the hotline on 1800 123 633.</p> <p>My Emergency Doctor is available 24 hours a day, 7 days a week.</p>
<h3>Northern Tasmania</h3>	
<p>13 Sick (Launceston)</p> <p><a href="http://13sick.com.au/aged-care-home-visits-and-telehealth">13sick.com.au/aged-care-home-visits-and-telehealth</a></p> <p>Phone 13 74 25</p>	<p>Bulk-billed urgent medical care on weeknights or weekends.</p> <p>Doctors will provide home visits (including to RACHs) or telehealth consultations from 6pm on weeknights, from 12 noon on Saturdays, and all day on Sundays and public holidays.</p>
<p>Community Rapid Response Service (ComRRS)</p> <p><a href="http://www.health.tas.gov.au/health-topics/community-health/community-rapid-response-service">www.health.tas.gov.au/health-topics/community-health/community-rapid-response-service</a></p> <p>Phone 0438 395 023</p>	<p>ComRRS provides health care from 7:30am to 9:30pm 7 days a week for people at risk of needing to go to hospital with an acute illness, injury, or deterioration of a pre-existing condition.</p> <p>Covers the greater Launceston area.</p>

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### North-west Tasmania

Community Rapid Response Service (ComRRS)  
[www.health.tas.gov.au/health-topics/community-health/community-rapid-response-service](http://www.health.tas.gov.au/health-topics/community-health/community-rapid-response-service)  
 Phone 0436 847 458

ComRRS provides health care from 7:30am to 9:30pm 7 days a week for people at risk of needing to go to hospital with an acute illness, injury, or deterioration of a pre-existing condition.

Located at the Central Coast Community Health Centre in Ulverstone and provides services within a 25-minute radius of the Burnie CBD and to Wynyard, and within a 25-minute radius of the Devonport CBD and to Port Sorell.

### Southern Tasmania

Call The Doctor (Hobart)  
[call-the-doctor.com.au/nursing-home-patients](http://call-the-doctor.com.au/nursing-home-patients)  
 Phone 1300 640 471

Call The Doctor is a bulk-billed after-hours doctor home visit service that provides care for the greater Hobart area. This service bulk bills patients who have Medicare or Department of Veterans' Affairs cards.

Hospital@home  
[www.health.tas.gov.au/health-topics/community-health/hospitalhome](http://www.health.tas.gov.au/health-topics/community-health/hospitalhome)  
 Phone 1800 329 042

Hospital@home is an interdisciplinary service delivering hospital-level care to adults in their homes across southern Tasmania, including RACHs. The service offers:

**Rapid response** – short-term care to prevent hospital admission for acute illness or injury.

**Acute care** – inpatient-level treatment that would otherwise be delivered in hospital.

**Sub-acute care** – specialised support for older patients, including comprehensive geriatric assessment and management.

Care is coordinated from virtual hubs at Cambridge Park, Glenorchy Health Centre, and Clarence Integrated Care Centre, and is provided within a 45-minute radius of Glenorchy and Cambridge.

Home visits are available 7 days a week, from 7:30am to 10:30pm (including public holidays), with 24/7 clinical phone support available as needed.