



35 Queens Parade, Clifton Hill VIC 3068 | P. 03 9088 3258 | F. 03 9088 3257
admin@thecranegp.com.au | www.thecranegp.com.au |   @thecranegp

Patient Information - Home and Residential Aged Care Facility (RACF) Visits

This information sheet explains how The Crane General Practice approaches home visits and Residential Aged Care Facility (RACF) visits, in line with the RACGP Standards for General Practices and the RACGP Standards for General Practice Residential Aged Care.

Our approach

Home and RACF visits are not offered as a routine service. Our clinic is set up to deliver safe, high-quality care from within the practice, where our full clinical team, equipment and records are on hand.

Where a visit is genuinely needed, it may be arranged for existing, established patients of the practice, entirely at the discretion of your regular doctor. Your doctor will consider your clinical needs, safety, and whether a visit is the most appropriate way to provide your care.

Shared care arrangements

For clinical safety reasons, we are not able to offer ongoing shared care with another GP, practice or facility-based medical service. Shared care can increase the risk of fragmented records, duplicated or conflicting treatment, and delays in communication between providers.

A short period of shared care may be considered as a transitional arrangement only — for example, while you move your care to a new regular GP or facility medical provider. This will be time-limited and agreed with your regular doctor in advance.

If we are unable to assist

If The Crane General Practice is unable to provide a home or RACF visit for you or a family member, we will refer you to a clinic or doctor who is able to provide the service. A full clinical handover to your new GP will incur no additional cost to you.

Helping us keep everyone safe

When a visit is arranged, our team may ask you to:

- Confirm a contact telephone number we can call back on
- Confirm your date of birth and the name of your regular doctor
- Restrain any dogs or other pets before we arrive
- Turn on an outside light after dark, and let us know how to identify your home if there is no visible house number

For RACF residents, the facility will be informed of when your regular doctor routinely visits, so that access to your care can be arranged accordingly.

Fees

Fees for home and RACF visits should not be assumed to be bulk billed. Any applicable fee will be discussed with your regular doctor and agreed with you before the visit takes place.

Contact us

To discuss a home or RACF visit, please make an appointment with your regular doctor.

Appointments can be made via our website, www.thecranegp.com.au, or by calling the clinic on (03) 9088 3258.
