



Solo GP Practice – Case Study

A solo GP, running a walk-in clinic, acts as their own Clinical Contact Point. Their admin staff ensure time throughout the day (specifically in the morning, afternoon and around the lunch break) is available to check results and contact urgent patients where other walk-in patients will not be seen.

Throughout the day the admin/practice manager collects information from phone calls and patients who have presented and adds notes to the GPs inbox. This is checked between patients to prioritise urgent patients first.

Results and secure messaging are also checked between patients and contacted for a telehealth appointment if appropriate or asked to present to the practice. Any urgent results made known over the phone to reception is brought to the attention of the GP to be reviewed between patients and followed up.

The GP 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