



Following consultation with participating AMDS Service Providers in late 2020 and early 2021, the Department of Health Aged Care introduced new AMDS Program Guidelines from 1 August 2021.

The following is a summary of the changes.

Change to Guidelines	Basis for change	Page
<p>New requirement for coverage areas maps, lists, or search functions on service provider websites to provide an accurate reflection of the areas that they can reliably and consistently service.</p> <p>‘Coverage area’ has been added to the definitions section of the Guidelines. The Department expects a patient within an advertised coverage area can on most nights expect a home visit, where one has been deemed clinically necessary.</p>	<p>Consumers have contacted the Department to provide feedback on their inability to access urgent after-hours visits despite living within an advertised coverage area on service provider websites. This change allows consumers to make an informed decision about service availability, in cases where they have not sought advice from their regular general practitioner.</p>	4, 8
<p>Requiring an event summary or consultation notes to be provided to a patient’s regular general practice following the delivery of a service to that patient.</p>	<p>Reiterating the existing requirement within the RACGP standards.</p>	8
<p>Confirmation that bookings may only be made during the Commonwealth-defined after-hours period.</p>	<p>While not a new requirement, this guidance was omitted in the last update of the AMDS Program Guidelines. It has been re-inserted to provide clear guidance to participating service providers.</p>	9
<p>Clarification on the use of online or smartphone booking functionality:</p> <ul style="list-style-type: none">• Bookings may only be made during the after-hours period• Bookings must function as a ‘booking request’ and be triaged by a staff member before a booking is confirmed• Patients booking online cannot select a preferred appointment time, and must not be prioritised over telephone bookings.• AMDS Providers must not be listed on shared booking platforms or websites.	<p>The current guidelines permit the use of online booking forms and applications, subject to triage requirements being met. Based on feedback and questions, the Department has sought to provide further detail and guidance on this matter.</p>	9
<p>Prohibition on AMDS Providers offering any kind of incentive payment to a general practice.</p>	<p>This requirement has been introduced to ensure that patients are referred to an AMDS Provider on the basis of genuine clinical need.</p>	10

Compliance with the above changes is required by **1 November 2021**.