

Services checklist

Potential need	Some options
Appointment times and availability	<input type="checkbox"/> early morning sessions <input type="checkbox"/> evening sessions <input type="checkbox"/> different types of patients in clinics (e.g. post-operative, review, immunisation) <input type="checkbox"/> different sessions for different appointments (e.g. antenatal, postnatal) <input type="checkbox"/> sessions where no appointment is required (i.e. "sit and wait") <input type="checkbox"/> emergencies
After-hours services	<input type="checkbox"/> telephone access <input type="checkbox"/> consultations at the rooms <input type="checkbox"/> locum service <input type="checkbox"/> after-hours roster
Home visits	<input type="checkbox"/> grade the urgency <input type="checkbox"/> set times for routine home visits <input type="checkbox"/> roster one practitioner for home visits required on the day
Convenient payment methods	<input type="checkbox"/> EFTPOS/credit card <input type="checkbox"/> staged payments <input type="checkbox"/> bulk billing <input type="checkbox"/> on-site lodgement of receipts with Medicare/insurers <input type="checkbox"/> health fund agreements for patient billing
Waiting areas	<input type="checkbox"/> toys for children <input type="checkbox"/> armchairs – that are easy to get out of and adequately support patients (e.g. elderly) <input type="checkbox"/> private areas for breastfeeding, for those in distress, for individuals with infectious conditions <input type="checkbox"/> adequate numbers of seats <input type="checkbox"/> TV, magazines etc.

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<p>Nursing services or other consultants/technicians</p>	<ul style="list-style-type: none"><input type="checkbox"/> part-time nurse<input type="checkbox"/> share nurse with another practice<input type="checkbox"/> nurse appointments<input type="checkbox"/> clinical assistants as part of clinical team<input type="checkbox"/> dental assistants<input type="checkbox"/> dental hygienists
<p>Communication between patients and the practice</p>	<ul style="list-style-type: none"><input type="checkbox"/> telephone<input type="checkbox"/> text messages (sometimes used for advising normal test results or providing a reminder about an appointment)<input type="checkbox"/> email<input type="checkbox"/> online services (appointment, scripts, referrals, telehealth)