

Availability of GP (telephone, fax)

Interprofessional focus groups – summary of results from Göttingen, Mannheim, Hamburg

<p>Implementation: Agreement of communication path between practice and nursing home Precondition: Both sides need to want it Availability of GP in joint practice is higher</p>	
<p>Telephone</p>	<p>Fax Mainly wish for communication via fax Additional availability via telephone at fix times or in case of emergency GPs “educate” nursing homes to use fax more</p>
....	<p>Content Summary of telephone call (nursing home should fax results of telephone call to GP) Results of the GP home visit Forwarding of specific information Request for a call back (GP)- (deescalation of situation often possible) Using the label “urgent” leads to a home visit</p>
...	<p>Time Quick reaction via fax possible Not time-consuming (quick to read, quick to answer)</p>
...	<p>Advantages GPs Fax for communication during practice opening hours Documentation for legal purposes Fax provides more options to decide Nurses have more time to consider; no waste of time for GP Nurses Problem can be described immediately Instructions from GP in written form Fax is feasible Fax fits better in working procedures Signing of initials of nurses prevents redundant work Practice nurse Processes the fax requests from the nursing homes Prioritisation of the requests, important requests on GP’s desk, less important into a filing basket for further processing Generally Fax as legal certainty, fax is easier for everybody</p>
	<p>Disadvantages GP Irrelevant requests (only important to Medical Service of Health Insurers) Waste of paper Practice organization: GP does not want to be disturbed during opening hours</p>
	<p>Wish: establishment of fax culture/obligatory processes Preparation of the home visit: nurses should fax to GP for a better preparation (number of residents, formalities, necessary devices) Standardized fax forms from GP practice Suggested prescriptions on the fax to ease the process in advance If no fax arrives, the GP must not visit the nursing home Faxes are more predictable, if a regular home visit day exists</p>
	<p>Resources Availability of faxes to nursing station, fax with high resolution</p>