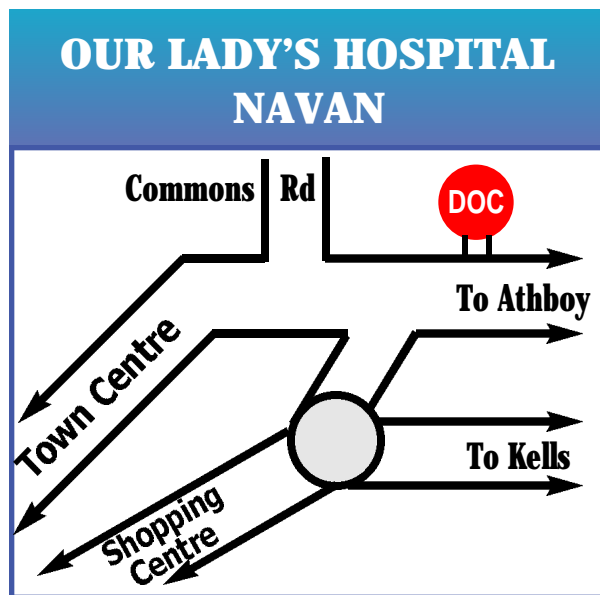
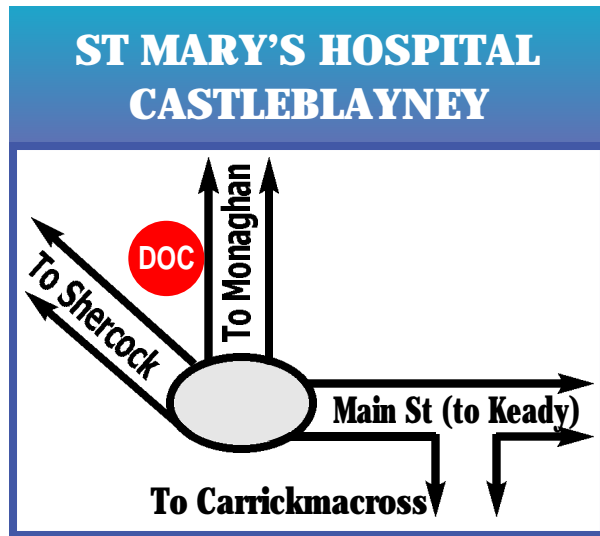
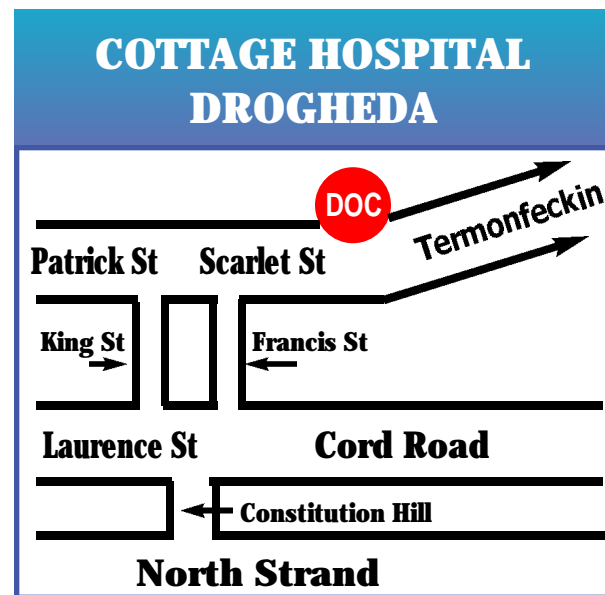
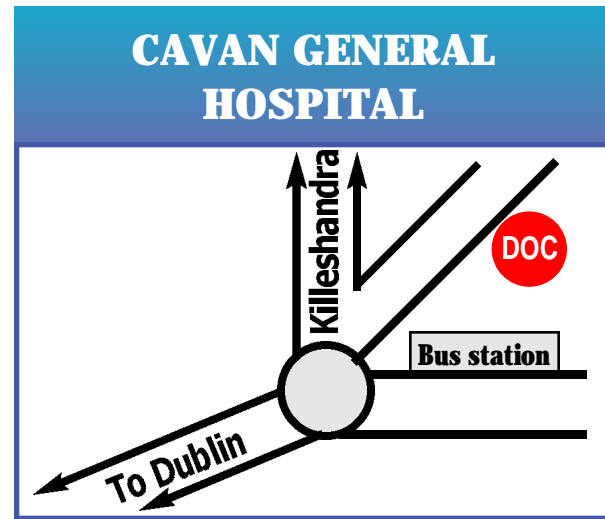


**LOCATING YOUR NEAREST
OUT-OF-HOURS CENTRE**



**LOCATING YOUR NEAREST
OUT-OF-HOURS CENTRE**



**WE WELCOME
YOUR COMMENTS**

We are committed to ensuring that the North East DOC service is responsive to your needs.

We welcome suggestions for improving the service in co-operation with the community.

To pass on your ideas or comments call 1850 777 911.

For further information about the North East DOC service, ask your own participating doctor or write to:

*The Manager
Primary Care Out-of-Hours Service
St. Brigid's Hospital
Ardee
County Louth*

**REMEMBER, A
TELEPHONE CALL
IS ALL IT TAKES
TO ACCESS THIS
COMPREHENSIVE
FAMILY DOCTOR
SERVICE OUTSIDE
OF NORMAL
SURGERY HOURS**



**CALLSAVE
1850 777 911**

**NORTH EAST DOC - A
COMMUNITY SERVICE**

The North East region now has one of the most sophisticated and enviable out-of-hours medical services in Ireland, provided by a co-operative of experienced local family doctors, nurses and highly trained administrative and support staff based in strategically located primary care treatment centres equipped to the most modern technological standards.

Throughout the establishment of this service we have been acutely conscious of the need to meet the needs of the more vulnerable in our community, particularly of the isolated, the elderly, of women and children.

We now have the structure, organisation and resources to ensure that the North East DOC out-of-hours service is continuously developed and improved.

What remains constant is our determination to provide the highest quality out-of-hours medical care to everyone in our community who needs it, when they need it.

*Tadhg O'Brien
Director of Primary Care Services
North Eastern Health Board*

*Dr Peter Walhrab
Medical Director
North Eastern Health Board*

**North East
DOC
DOCTOR ON CALL**

OUT-OF-HOURS FAMILY DOCTOR SERVICE
FOR PATIENTS OF PARTICIPATING PRACTICES



**6pm to 8am Monday to Friday.
24 hours a day weekends
and bank holidays.**

**CALLSAVE
1850 777 911**

PROVIDING CONTINUITY OF CARE OUTSIDE NORMAL SURGERY HOURS

- The North East Doctor-On-Call service provides you and your family with an experienced local family doctor outside normal surgery hours: between 6pm and 8am Monday to Friday and 24 hours a day during weekends and bank holidays.
- The service was established in September 2000.
- North East DOC (Doctor-On-Call) is a partnership between the North Eastern Health Board and General Practitioners in the North East region.
- The service is provided through a single call-save telephone number.

**CALLSAVE
1850 777 911**

WHEN AND HOW TO MAKE CONTACT

When you need to contact a GP outside normal surgery hours:

CALLSAVE 1850 777 911.

North East Doctor-On-Call, although not a replacement for the emergency services, diverts unnecessary visits from the Accident & Emergency units to the after-hours GP service.



WHAT HAPPENS WHEN YOU MAKE CONTACT

When you call 1850 777 911, your call will be answered by specially trained personnel who will ask you the following questions:

- Name, address and date of birth
- Telephone number
- Symptoms of illness/complaint
- Name of your own GP
- Medical card details (if applicable)

This information will be given to the doctor who will return your call promptly.

**CALLSAVE
1850 777 911**

CONSULTATION WITH THE DOCTOR

In consultation with you, the doctor on call will advise on the most appropriate course of action, for example:

- Immediate medical advice over the telephone
- A visit to a treatment centre for further examination and treatment by an experienced family doctor.
- Where the need is determined, the doctor will visit the patient in their own home.
- Where a home visit is necessary, the doctors on call are supported by a fleet of specially equipped vehicles, with experienced drivers.

ON ARRIVAL AT THE TREATMENT CENTRE



Each centre is fully equipped to meet the needs of patients and is staffed with experienced local family doctors, nurses and receptionists.

- Your arrival will be expected.
- Your details will be checked.
- The doctor will see you quickly.

**CALLSAVE
1850 777 911**

YOUR OWN GP IS KEPT INFORMED

Details of your consultation are automatically forwarded to your own doctor before surgery opens.

ACCESSING THE SERVICE

Access to the North East DOC (Doctor-On-Call) service is simple. Wherever you live in the North East region, simply dial the CallSave number 1850 777 911.

There are four main primary care treatment centres located in Cavan, Castleblaney, Drogheda and Navan, with support centres throughout the region.