## Availability of GP (telephone, fax)

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

<table>
<thead>
<tr>
<th>Implementation:</th>
<th>Fax</th>
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<tbody>
<tr>
<td>Agreement of communication path between practice and nursing home</td>
<td>Mainly wish for communication via fax</td>
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<tr>
<td>Precondition: Both sides need to want it</td>
<td>Additional availability via telephone at fixed times or in case of emergency</td>
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<tr>
<td>Availability of GP in joint practice is higher</td>
<td>GPs “educate” nursing homes to use fax more</td>
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### Telephone

- **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

### Time

- Quick reaction via fax possible
- Not time-consuming (quick to read, quick to answer)

### 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

### 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

- **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

### Resources

- Availability of faxes to nursing station, fax with high resolution