

EAST GRAMPIANS HEALTH SERVICE VALUE STATEMENTS



INTEGRITY

We value integrity, honesty and respect in all relationships



EXCELLENCE

We value excellence as the appropriate standard for all services and practices



COMMUNITY

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



WORKING TOGETHER

We value equally all people who make a contribution to EGHS to achieve shared goals



LEARNING CULTURE

We strive to continually learn and develop through education, training, mentoring and by teaching others

Routine Dressings

Routine (repeat) dressings are not done by nursing staff here at the Urgent Care Centre unless a prior arrangement has been made via your doctor's clinic or district nursing.

If you need to have ongoing dressings (such as for a chronic wound or a surgical wound) this will need to be attended to by your local medical centre or district nurse.

Telephone advice prior to attending the Urgent Care Centre

For non-life threatening emergencies call Nurse on Call: 1300 60 60 24

CALL 000 IMMEDIATELY IF YOU HAVE A MEDICAL EMERGENCY SUCH AS:

- Chest pain
- Difficulty breathing
- Weakness in one side of your body
- Slurred speech
- Heavy bleeding OR ANY OTHER EMERGENCY



Improving the health of our community

URGENT CARE CENTRE Patient and Visitor Information

P: 03 5352 9364

E: info@eghs.net.au

On arrival to Urgent Care

Our Urgent Care Centre is able to treat patients for a range of medical conditions and is staffed by experienced Registered Nurses.

When you arrive at the Urgent Care Centre you will be seen by a nurse who will determine your medical needs. This initial assessment is known as "triage." If nursing staff are not present at the window when you arrive please use the telephone located on the wall to let staff know that you are here. If your condition or symptoms worsen in any way after your initial triage assessment please notify nursing staff immediately.

Waiting Times

Patients are seen in order of priority and emergencies will be seen first. This means that if you or your family have presented with a semi-urgent or non-urgent problem, there may be extended waiting times for you to receive treatment, particularly if staff are managing an emergency at the time of your presentation. Staff may be unable to provide specific waiting times.

It is not always possible to tell how busy the Urgent Care Centre is from the waiting room. Your patience and understanding is appreciated.

Visitors to Urgent Care

Generally a maximum of two visitors are permitted into the Urgent Care Centre with a patient. There are no set visiting hours in the Urgent Care Centre. Visitors who wish to use their mobile phones are asked to use the waiting room area. There is a toilet for visitors to use in the waiting room.

Doctors attending Urgent Care

The General Practitioners who provide advice and treatment in the Urgent Care Centre are from the Ararat Medical Centre. After you are assessed by a nurse, the decision will be made whether to call a doctor in regards to your presentation, depending on how urgent your condition is. If nursing staff need to call a doctor about your presentation it will usually be the "duty doctor" who is on call rather than your own GP.

For non-life threatening emergencies you may be advised to go to the medical centre to see a doctor during office hours. After hours you may be advised to see a doctor when the medical centre is next open or to attend the weekend medical clinical (see next column.)

Medical Centre Charges

Doctors who see patients in the Urgent Care Centre are from the Ararat Medical Centre which is a private medical practice. In most cases there will be an out of pocket expense to see the doctor here in Urgent Care Centre. This out of pocket expense is charged by the Ararat Medical Centre, NOT East Grampians Health Service. The amount charged will be determined by the Ararat Medical Centre.

Nursing staff in the Urgent Care Centre cannot tell you what the exact charge will be to see a doctor.

If you have any questions in regards to charges please discuss this with the doctor at the time of your consultation or contact the Ararat Medical Centre during office hours on: (03) 53 522 311.

What to bring to Urgent Care

- Your Medicare card
- Your current medications
- Ambulance membership