

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

### Clinic Times

Saturday Morning: 10:00am – 12:00pm  
(An appointment is required)

The following sessions don't require an appointment to be booked:

Saturday Afternoon: 4:30pm

Sunday: 10:00am and 4:30pm

Public Holidays: 10:00am and 4:30pm

### 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 on one side of your body
- Slurred speech
- Heavy bleeding
- Any other emergency



Improving the health of our community

URGENT CARE CENTRE

Patient and Visitor Information

P: 03 5352 9300

E: [info@eghs.net.au](mailto: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 you are here.

If your condition or symptoms become worse 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 are 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

After you are assessed by a nurse, the decision will be made whether to call a doctor in regard 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 regular GP.

## Medical Centre Charges

In most cases there will be an out of pocket expense to see the doctor here in the 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 doctor.

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 regard to charges, please discuss this with the doctor at the time of your consultation or contact the Ararat Medical Centre during office hours on: 5352 2311.

## What to bring to Urgent Care

- Your Medicare card
- Your current medications