



Don't drive to hospital



It's faster to phone



For free health advice

1800 022 222

healthdirect.gov.au

In an emergency dial 000

For more assistance

Speak with your GP about what after hours options are available. You can also check your symptoms or find a health service online: healthdirect.gov.au.

Other available support services

- **Nurse on call** - 1300 60 60 24 (Victoria only)
- **Lifeline** – 13 11 14
- **Supercare pharmacies**

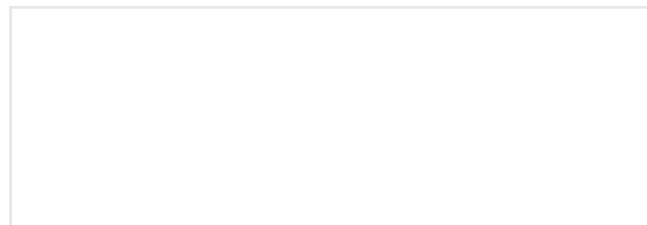
In the Murray PHN region, there are two Supercare pharmacies open 24 hours a day, seven days a week:

- **Bendigo** - Bendigo UFS Pharmacies, Corner View and Barnard Streets, Bendigo, 5443 4610
- **Shepparton** - Shepparton Chemist Warehouse, 425 Wyndham St, Shepparton, 5821 6000

And another who is open 7am - 11 pm:

- **Mildura** - Mildura Chemist Warehouse, 14A - 118 Langtree Ave, Mildura, 5023 2383

Supercare pharmacies have a registered nurse on duty from 6-10pm to provide advice and treatment for minor injuries or illnesses.



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MURRAY

An Australian Government Initiative

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The after hours GP helpline is not a substitute for face-to-face after hours care for those people who need it. This flyer has been made available with funding from Murray PHN through the Australian Government's PHN Program.

Need urgent medical advice after hours?





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1800 022 222

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In an emergency dial 000

Accessing care after hours

Outside Australia's major cities, there is a lack of access to GP services after hours and on weekends.

Healthdirect Australia is funded by the Australian Government to provide an after hours telephone-based GP helpline which adds to existing after hours health services.

The helpline was established to fill gaps in after hours services, as the only option for many Australians with health concerns in the after hours period was to visit an emergency department.

If you need medical assistance after hours, speak to your general practice clinic to see what after hours options are available.

If they do not have a full after hours service, you can call the after hours GP helpline on **1800 022 222** faster than you can drive to the emergency department.

In an emergency situation always call 000.

Calling the GP helpline

If you, or your family has a health concern, at night, on a public holiday or the weekend and you're unsure what to do, call the GP helpline on **1800 022 222** for peace of mind.

People who live in or are visiting a country area, can access the helpline from:

- 6pm - 7.30am Monday to Friday
- midday on Saturday
- all day Sunday and on public holidays

There is no cost to call the support line from a landline and most mobile phones. It helps people to make informed decisions about what to do, and if necessary, where to go for further help.

Save the GP helpline number **1800 022 222** to your phone, so you can get trusted health advice when you most need it.

Getting the help you need

When you call the after hours GP helpline, a registered nurse will speak to you and assess if a call back from a GP is needed. The GP will contact you within 15 minutes or one hour depending on the urgency of your health issue.

At the end of your call, you will be offered a care advice summary which will be sent to you by SMS or email, so you can easily recall the details of the advice you are given.

You can also ask to have a summary of your call sent to your regular GP's practice.

The after hours GP helpline can also upload a summary of your call to your My Health Record (myhealthrecord.gov.au) - an online summary of your key health information.

For more information on myhealthrecord visit: myhealthrecord.gov.au