

+ AFTER HOURS SERVICES IN THE ALPINE SHIRE

Alpine Health is a public organization that offers acute hospital, residential aged care and community health services for residents and visitors of the Alpine Shire.

We also offer a non-funded Urgent Care Centre that operates 24 hours a day, every day of the year. This service is led by a clinical team of highly skilled nurses, with Doctors and other emergency service supports.

All emergency services provided in Alpine Health Urgent Care Centres are made by on call Doctors who operate in private practice.

NOTE: All patients attended by a Doctor within the Urgent Care Centre will receive an invoice for care.

We encourage all community members and visitors to seek NON URGENT medical advice during business hours from the Doctor of their choice.

IF YOU HAVE A HEALTH ISSUE AFTER HOURS

Use this brochure to guide your decision-making so that you can find the right care and support you need for your health issues

RIGH+ CARE RIGH+ TIME RIGH+ PLACE

+ IF IT'S AN EMERGENCY:

+ CALL 000

+ IF IT CAN WAIT:

+ Make an appointment at a General Practice

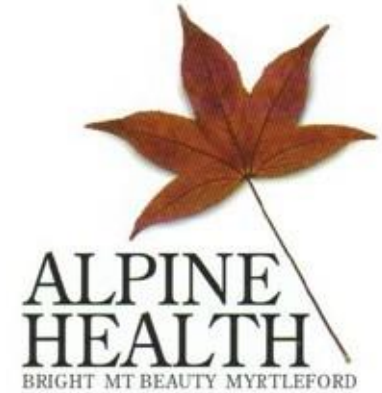
Your local Doctor and Alpine Health are interested in your health and wellbeing both now and into the future.

If you are between the ages of 45-49yrs, and you have one or more of the following risk factors then you are eligible for a free comprehensive health check with your local Doctor:

- *History of smoking;*
- *History of high cholesterol or it has not been checked by your Doctor recently;*
- *History of high blood pressure or it has not been checked by your Doctor recently ;*
- *History of depression or you have feelings of stress and anxiety that you are finding difficult to get on top of;*
- *Family history of diabetes / heart disease/ respiratory disease;*

If you like, we can arrange an appointment time for you with your local Doctor, before you leave Urgent Care, as a way of following up your visit to Urgent Care today and for the benefit of your health and wellbeing.

RIGH+ CARE
RIGH+ TIME
RIGH+ PLACE



What to do if you need after hours health care in the Alpine Shire

Your health matters – a quick guide for residents and visitors.



+ IF IT'S AN EMERGENCY:

If you have a **health emergency**, ring **000** for an ambulance or go **immediately to an Alpine Health Urgent Care Centre** located in these hospitals:

- + **Bright 03 5755 0100**,
36-42 Cobden Street, Bright VIC 3741
- + **Mt Beauty 03 5754 3500**
2-8 Hollonds Street, Mt Beauty VIC 3699
- + **Myrtleford 03 5751 9300**
30 O'Donnell Drive, Myrtleford VIC 3736

Urgent Care Centres are open 24 hours a day all year.

A Registered Nurse will assess your care needs on arrival. If necessary, the nurse will consult with the Doctor on-call who may attend, or refer you to the closest public hospital.

In some circumstances a telehealth consultation with a Doctor may be arranged.

- ❖ **All patients attended by a Doctor within the Urgent Care Centre are seen as private patients and will receive an invoice for care.**
- ❖ **Costs for any ambulance transfer are the sole responsibility of the individual being treated.**

Closest Public Hospital emergency departments

- + Northeast Health Wangaratta
Green Street, Wangaratta VIC 3677
03 5722 2011
- + Albury Wodonga Regional Health
Vermont Street, Wodonga VIC 3690
02 6051 7111



+ IF YOU'RE UNCERTAIN AND NEED ADVICE:

If you are unsure whether you need to see a health professional right away or want support, you can call these toll free numbers **24 hours a day**:

- + GP Helpline (medical)
1800 022 222
- + Nurse on call (medical)
1300 60 60 24
- + Lifeline (mental and emotional health)
133 11 14
- + Mensline (mental and emotional health)
1300 7899 78
- + Kids Helpline (mental and emotional health)
1800 55 1800
- + Women's Domestic Violence Crisis Service
1800 015 188
- + Sexual Assault Helpline
1800 806 292
- + Directline (drugs and alcohol)
1800 888 236
- + Gamblers Helpline
1800 858 858

You can also contact an **Alpine Health Urgent Care Centre** for advice. The service operates 24 hours a day, all year from these hospitals:

- + **Bright 03 5755 0100**,
36-42 Cobden Street, Bright VIC 3741
- + **Mt Beauty 03 5754 3500**
2-8 Hollonds Street, Mt Beauty VIC 3699
- + **Myrtleford 03 5751 9300**
30 O'Donnell Drive, Myrtleford VIC 3736



+ IF YOUR HEALTH MATTER CAN WAIT:

If your health matter is non-urgent, make an appointment to **see a Doctor** during normal business hours.

- + Bright Medical Centre
115 Gavan Street Bright VIC 3741
03 5750 1000
- + Mount Beauty Medical Centre
Tawonga Crescent Mount Beauty Vic 3699
03 5754 3400
- + Standish Street Surgery
107 Standish Street Myrtleford VIC 3737
03 5751 9900
- ❖ From June – early October, medical centres are also open at:
- + Falls Creek 03 5758 3238
- + Mount Hotham 03 5759 3551

