

GP appointments – alternative options

Across Australia, many communities are without a regular GP and for those communities that do have one (or more) patient appointments are often limited because the number of people seeking care is greater than the GP's capacity to meet that need.

While there are concerted efforts from both government and local health services to recruit more medical staff, it is likely this will take some time.

Grampians Health are working hard to find clinical staff to live and work in Stawell. We ask the community to be kind and considerate to all healthcare staff, who are doing their best in these difficult times.

Where to get emergency or urgent medical help

In an **emergency** contact 000

Urgent Care Centre

For urgent medical attention you should attend the Grampians Health Urgent Care Centre located at the Stawell Hospital, 29 Sloane Street | Phone 5358 8500

There is no cost for attending this centre.

The centre is not reliant on having a doctor in attendance at all times.

Highly skilled nurses are always in attendance, and they are supported by our Ballarat Base Hospital Emergency Department who can assess patients via telehealth if and when necessary.

Alternatively, you may choose to access **My Emergency Doctor** (online telemedicine) which operates all day, every day. You can register in advance, in case you ever need their assistance, by going to myemergencydr.com

Where to access non-urgent care

If you are unable to see a GP at the Stawell Medical Clinic please consider one of the following options:

Face-to-face care

Horsham has a number of GPs and you may be able to get an appointment there. If you do not have transport, there is a regular public bus service from the Stawell Railway Station

- Lister House, 146 Baillie Street, Horsham. Phone 5382 0011
- Read Street Medical Clinic, 6-12 Read Street, Horsham. Phone 5381 9090

Ballarat has several GP clinics, including Eureka Medical Clinic which does not require a prior appointment. The clinic is located a short walk from the Ballarat Railway Station at 14 Albert Street and is open:

- 7am to 8pm Monday, Tuesday, Wednesday and Friday
- 7am to 6pm Thursday
- 8am to 6pm Saturday and Sunday

Go to eurekamedical.com.au for Christmas and January opening hours, or call 5309 1111

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Online care

Online telehealth appointments (via phone or video link) can provide an excellent and efficient means of accessing medical help.

If you do not have internet access at home, you may choose to research and register for these services using a computer at your local library or community centre.

HotDoc

- Download the App (or use the website) to locate a GP and book an appointment – www.hotdoc.com.au
- Service includes bookings for face-to-face and/or telehealth appointments

Doctors on Demand

- Online appointments are available at a cost of \$60 during business hours and \$90 after hours (at the time of writing).
- Go to doctorsondemand.com.au
 - Review the list of services available, including medical certificates, prescriptions, and referrals

Other care options

- Nurse-On-Call 1300 60 60 24
- National Coronavirus Helpline 1800 020 080
- Health Direct 1800 022 222
- Pregnancy, birth and baby information: 1800 882 436
- Poisons information: 131 126

Mental Health Support

If there is immediate danger for your safety, or the someone else's call 000

People who require urgent help

Grampians Area Mental Health Service and is a 24-hour, 7-days-a-week, telephone referral service.
Phone: 1300 247 647

People who are in distress can also access:

- Lifeline 13 11 14
- SuicideLine Victoria 1300 651 251
- QLife 1800 184 527
- Beyond Blue 1300 224 636

Consumer feedback

If you would like to provide feedback to Grampians Health Stawell, please go online to <https://srh.org.au/contact-us/feedback/>

Or write to:

Consumer Feedback

Grampians Health Stawell

PO Box 800, Stawell, Victoria 3380

For the latest news go to grampianshealth.org.au/news

Connect with us on Facebook facebook.com/GrampiansHealthStawell

Frequently Asked Questions

How do I obtain a Medical Certificate for work?

Many employers will accept a Statutory Declaration (Stat Dec) instead of a Medical Certificate. To obtain a Stat Dec, visit your local Pharmacy or Police Station.

Other professionals can also provide a Stat Dec – for more information visit www.justice.vic.gov.au/statdecs

If your employer does not accept a Stat Dec, medical certificates are available via www.instantscripts.com.au/gp-online/ between 6am and midnight every day. The certificate will cost \$19 and will be emailed to you.

How can I get a script without a GP appointment?

Scripts cannot be obtained from the Urgent Care Centre.

Scripts can be obtained through the following websites:

- www.instantscripts.com.au/gp-online/ between 6am and midnight every day. The script will cost \$15 and can be sent to you via email, phone or pharmacy. Note there is also an InstantScripts App you can download for easy access.
- www.doctorsondemand.com.au – the script will cost \$15 and can be sent to your phone or email, or faxed to your pharmacy.

Note there are limitations on what scripts can be provided. If you have medications that require a permit you need to see your GP. Appointments for repeats of these scripts should be regularly booked in advance to ensure you can see your GP when required.

How can I obtain a request for a routine blood test?

For simple blood tests visit www.instantscripts.com.au/gp-online/ between 6am and midnight every day. Requests will cost you \$20 and will be emailed to you.

What if I am unwell and cannot get a GP appointment?

- If you urgently need to see a doctor you can present to urgent care. You will be triaged and assessed by the nurse, and a doctor will be called if necessary.
- Out of hours, Victorian residents can get a video conference review via Virtual ED at www.vved.org.au/welcome/ Note you must have video access for this. This is a free service and is run out of the Northern Hospital, Melbourne.
- If you cannot access video conferencing or the internet, contact My Emergency Doctor on 1800 123 633. Note there is a fee Monday to Friday between 8am and 6pm. The free service is limited to outside these hours, weekends and public holidays as well as certain regions outlined at <https://www.myemergencydr.com/patients/>
- Telehealth consults are available via www.instantscripts.com.au/gp-online/ between 6am and midnight every day. This will cost you \$49 and they can advise you if you need to present to hospital.

How can I receive my blood test/scan results?

If you are given a slip for a blood test or scan by a doctor, you need to make a follow up appointment or plan at the time with your doctor to get your results. Urgent results are phoned through to the ordering doctor and they are required to contact you.