

Finding the Right Health Service in the ACT

Community Pharmacy

General Practice

Allied health & mental health

1800 MEDICARE & After Hours GP

Urgent Care

Ambulance & Emergency Department





Call 131 450 for an Interpreter

1. Say the language you need.
2. Tell them the phone number of the health service.

For more information: www.tisnational.gov.au

When to call 000:

Always **call 000** or go to an Emergency Department for life threatening conditions like:



- difficulty breathing
- sudden collapse or fall
- chest pain or tightness
- uncontrollable bleeding
- severe burns
- sudden weakness in the face, arm or leg
- seizures
- head, neck or eye injuries
- mental health crisis if they may hurt themselves or others

There are 2 emergency departments in Canberra:

- **The Canberra Hospital:** Yamba Drive, Garran ACT
Take children (aged under 18) here if you can.
- **North Canberra Hospital:** Mary Potter Circuit, Bruce ACT

Not sure what health care you need?

Call **Healthdirect** any time. It is open 24 hours a day, 365 days a year. It has nurses who can answer your questions and help you care for yourself at home or decide what to do next.

Call **1800 022 222** or visit www.healthdirect.gov.au



For minor illness and injury

Community Pharmacy

Your local pharmacy can:

- Help you treat minor cuts, rashes, coughs, colds and sprains.
- Give you health advice about long-term conditions like diabetes and asthma
- Give vaccinations for flu, COVID, shingles and more
- Review the medicines you are taking



Look for a pharmacy near you at findapharmacy.com.au

Urgent Care Clinics

Urgent Care Clinics treat non-life-threatening illnesses and injuries for free. You don't need to book & you don't need a Medicare card.

Walk-in Centres are run by nurses and can treat anyone older than 12 months. They are open **7:30am-10pm** every day at:

- Gungahlin: 57 Ernest Cavanagh Street, Gungahlin
- Belconnen: 56 Lathlain Street, Belconnen
- Dickson: 111 Dickson Place, Dickson
- Weston Creek: 24 Parkinson Street, Weston
- Tuggeranong: Corner of Anketell & Pitman Street, Greenway

Woden Urgent Care Clinic is run by doctors. They can treat anything a Walk-In Centre can treat, and babies under 12 months of age. They are open **10am-8pm** at 33 Colbee Court Phillip.

If you are outside the ACT, find your closest urgent care clinic at: www.health.gov.au/find-a-medicare-ucc

General Practitioner (GP)

GPs give you ongoing health care and can refer you to specialist doctors to care for major health problems.

Healthdirect's service finder can help you find a GP near you:

www.healthdirect.gov.au/australian-health-services



Some places have bulk-billing GPs for specific people:

- **People who are homeless:** Early Morning Centre, 69 Northbourne Ave, City. Drop in 9-11am Wednesdays.
- **People aged 12-25:** The Junction Youth Health Service, Level 2, 30 Scotts Crossing, City. Phone **02 6232 2423**
- **Women with barriers to accessing health care:** Women's Health Service Clinics in City, Gungahlin, Belconnen, Phillip, and Tuggeranong. Phone **02 5124 1787**
- **Aboriginal and Torres Strait Islander people:** Winnunga Nimmityjah, 63 Boolimba Cres, Narrabundah. Phone **02 6284 6222**
- **Asylum seekers and refugees:** Companion House, 41 Templeton St Cook. Phone **02 6251 4550**

Fees and bulk-billing

Bulk-billing is when the doctor charges Medicare or your insurance directly so you don't have to pay a fee. Not all GPs bulk bill. You may pay then claim money back from Medicare or your insurance. Ask about fees before your appointment. **You can also ask your GP to bulk-bill in the appointment.**

After Hours GP

These GP services are open after 6pm at night and on weekends when your regular doctor is closed.

1800 MEDICARE

Call **1800 633 422** for health advice from nurses 24/7. They will book you a phone or video call with a doctor if you need it.

National Home Doctor Service

Bulk-billed GP service for anyone with a Medicare card with home visits or telehealth on weeknights, weekends and public holidays.

Call **13 SICK (13 74 25)**

Visit 13sick.com.au

Canberra After-Hours Locum Medical Service (CALMS)

CALMS clinics are open after hours on weekdays and weekends. A fee applies for consultations. They are located at North Canberra Hospital, The Canberra Hospital and the Tuggeranong Community Health Centre.

Call **1300 422 567**

Visit www.calms.net.au

Know your health care rights!

These rights apply to all people in all places where health care is provided in Australia. You have a right to:

- Access
- Safety
- Respect
- Partnership
- Information
- Privacy
- Give Feedback

Learn more at safetyandquality.gov.au/your-rights

Allied Health

Allied health means services like:



physiotherapy



nutrition &
dietetics



optometry



audiology



occupational
therapy



psychology &
counselling

Community Health Centres

Offer free or low-cost allied health care at 8 centres around the ACT. You don't need a doctor's referral for many services. Some services like dental are only free for children under 14 or concession card holders.

Call **Central Health Intake** on **02 5124 9977**

Visit www.canberrahealthservices.act.gov.au

Not sure what care you need? Do a quiz to find the right service for you. Visit the Canberra Health Services website or scan the QR code:



University of Canberra Health Clinics

Students provide low-cost care under supervision from qualified professionals. Services include physiotherapy, nutrition, dietetics, psychology, exercise physiology and occupational therapy.

Call **02 6201 5843**

Visit www.canberra.edu.au/health-clinics

If you have a health condition lasting more than 6 months, you can ask your GP to make a **Chronic Condition Management Plan**. This plan can include up to 5 bulk-billed allied health services a year to manage your condition.

Mental Health

Access Mental Health

Gives mental health crisis support and helps you get ongoing mental health care in ACT public health services. They can refer you to the community mental health teams in each town centre.

Call **1800 629 354**

Medicare Mental Health

Helps you find a mental health service that meets your needs. Can give you short-term mental health support like counselling and support groups. You don't need Medicare or insurance.

Call **1800 595 212**

Visit canberrammhc.com.au

Ask your GP about making a **Mental Health Care Plan** so you can get up to 10 mental health appointments a year bulk-billed or with money back from Medicare.

Other useful contacts

Canberra Community Info Hub

Volunteering ACT's information hub can help you find community groups on health issues and social interests like sport. Visit 20 Genge Street, City.

Call **02 6248 7988** or email info@volunteeringact.org.au

Disability Gateway

Call for help to find the right service to meet your needs. They can research and call services for you to make it easier to find accessible health and support services.

Call **1800 643 787** email disabilitygateway@benevolent.org.au



**Health Care Consumers'
Association**

www.hcca.org.au

adminofficer@hcca.org.au

02 6230 7800

Share and download this booklet at:

hcca.org.au/navigating-the-health-system



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