

New changes to Urgent Care

Benalla Health now have highly experienced nurse practitioners at our Urgent Care Centre.

What is a Nurse Practitioner?

A Nurse Practitioner (NP) is a senior Registered Nurse with the experience, expertise and authority to diagnose and treat people of all ages with a variety of acute or chronic health conditions.

Nurse Practitioners are able to perform advanced physical assessment, order tests, interpret the results, refer to other healthcare professionals, and prescribe appropriate medications and other treatments as needed.

In addition to our Nurse Practitioners our service is now supported by Victorian Virtual Emergency Department (VVED).

How can a Virtual Emergency Department help me?

VVED is a state-wide virtual ED specialist video telehealth consultation service operating 24 hours a day, 7 days a week.

The VVED offers daily specialist medical cover between 8am – 11.30pm, and overnight nursing/nurse practitioner cover from 11pm – 8am. Our staff at UCC will be able to help patients gain access to emergency doctors and nurses via video call and receive medical advice free of charge.



Our team

- Registered Nurses
- Nurse Practitioners
- Rural & Isolated Practice Registered Nurses (RIPRN)
- Radiology
- Pathology
- Ambulance Victoria
- Access to specialist services such as paediatric, maternity, mental health and more
- Support of our visiting General Practitioners (GPs) and Victorian Virtual Emergency Department (VVED) specialists.



Learn more

To learn more about our services visit our website or call our Urgent Care Centre for further information.

www.benallahealth.org.au
(03) 5761 4226

OPEN 24 HOURS, 7 DAYS A WEEK

Last updated: April 22nd 2024



Urgent Care Centre

What you need to know



Receive the **best care,**
every person, every time.



Urgent Care Centre

Benalla Health Urgent Care Centre (UCC) is open 24 hours a day, 7 days a week and staffed by highly qualified nursing professionals including our newly appointed Nurse Practitioners, Rural and Isolated Practice Registered Nurses (RIPRN) and Registered Nurses who are supported by our Visiting General Practitioners (GPs) and Victorian Virtual Emergency Department (VVED) specialists.

In an emergency call 000

Urgent Care Centres are in place for the assessment, and management of emergency and health care concerns requiring nurse / GP review.

Our Unit

The UCC is a 6 bay unit comprising of:

- Triage assessment room
- 1 Resuscitation area
- 4 Treatment bays

What to expect?

When you arrive at the Urgent Care Centre please press the button to let staff know that you have arrived. You will then be welcomed, assessed and triaged by a nurse.

At Benalla Health we use an urgency system (known as triage) to ensure that the needs of those who are more time critical are seen first.

You may then be asked questions relating to the following:

- Previous health problems
- Current medications
- Recent overseas travel
- Allergies
- If you are pregnant or breastfeeding
- Any other information that may assist staff to treat you

Our nurses will assess your condition and will assist you and others to ensure the best decisions are made for you and your health. We will then decide whether you will need to see a doctor.

Is there a cost?

UCC is a public service so all people who have access to Medicare receive free nursing treatment. Benalla Health is committed to providing Nurse Practitioners from 7.30am – 4pm Monday – Friday where possible. ALL Nurse Practitioner services are free of charge for Medicare patients.

If you are required to see a Doctor they may charge a fee. UCC is not staffed by Doctors but our local GP's are "on call" as required. If you need imaging you may be charged however if you have a concession or Health Care card you will be bulk billed.

Ambulance Membership

We encourage all community members to hold an Ambulance Victoria membership. If you are referred to another facility for care and require an ambulance transfer you will need your Ambulance Victoria Membership, otherwise there will be a fee invoiced by Ambulance Victoria.

What to bring

- Medicare Card
- Pension / Health care card
- Your current medications
- Ambulance Membership

How can you access this service?

You can call **(03) 5761 4226** to ask about our services or to let us know you are on your way or walk in off the street. We refrain from giving advice about your care over the phone and can't provide information about waiting times, as this can change very quickly.