

# Our Urgent Care Centre Team

- Registered Nurses
- Nurse Practitioners – Nurse Practitioners have completed extra study and are able to perform extra duties including prescribing some medications and ordering and interpreting Pathology and some imaging. Benalla Health is committed to providing NPs Monday–Friday from 9.30am – 6pm where possible.
- Access to other services such as Pathology; Radiology; Ambulance Victoria; Paediatric; Maternity; Mental Health and more.
- Support of our visiting General Practitioners (GPs) and Victorian Virtual Emergency Department (VVED) specialists. VVED is a free state-wide virtual Emergency Department/ED. It is a specialist video telehealth consultation service. Specialist medical practitioners are accessible to UCC staff 24 hours a day, 7 days a week.



## Where to find us...



**BESTCARE**  
@ Benalla  
HEALTH

[www.benallahealth.org.au](http://www.benallahealth.org.au)  
(03) 5761 4226

**OPEN 24 HOURS, 7 DAYS A WEEK**

*This brochure has been reviewed by consumers.  
Last updated: June 23rd 2025*

**BESTCARE**  
@ Benalla  
HEALTH

# Urgent Care Centre

What you need to know



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



## What happens when you present to the Urgent Care Centre (UCC)

On arrival our highly qualified nursing team will welcome you and assess your needs. This is called 'triage' - the highest needs are given priority care.

Our staff will ask questions and perform tests to assist you and ensure the best decisions are made for your health.

Questions include:

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

Once seen you may need to wait for:

- Treatment/s to take effect;
- Tests to be done and results returned;
- Medical or specialist advice; or
- Staff to become available to provide care.

## Things to tell us while you wait

Waiting can be stressful, so tell staff:

- If your condition changes, so staff can review your needs;
- How we can support you while you wait.

## What to bring

- Medicare Card
- Pension / Health care card
- Your current medications
- Ambulance Membership
- Carer / contact details
- General Practitioner and Specialist details
- Care Plans

## Service Payments

As a public hospital, some services like nursing care are free. All Nurse Practitioner services are free of charge for Medicare patients. However, services from visiting doctors and Ambulance Victoria incur fees charged by the provider. Note: Concession / Health Care Card holders or Ambulance memberships may reduce or cover service costs.

## How can you access UCC?

You can call our main phone number to ask about the services: **(03) 5761 4222**.

Note: we do not give advice over the phone and can't provide information about waiting times.

You can access UCC directly as a 'walk in':

- No appointment or referral is required
- 24 hour / 7 days a week service.

## Urgent Care Centres Vs. Local Doctor Clinics

Urgent Care is for severe injuries and health concerns. It does not replace local doctor visits.

**In an emergency call 000**