

# Our values

## COMPASSION:

At Benalla Health we demonstrate compassion by:

- Listening respectfully
- Accepting people without judgement
- Having sound communication skills
- Being sensitive to others' needs
- Showing concern to all

## ACCOUNTABILITY:

At Benalla Health we demonstrate accountability by:

- Taking responsibility
- Delivering on our promises
- Acknowledging and rectifying our mistakes
- Always working to the best of our ability
- Understanding and adhering to policies and procedures

## RESPECT:

At Benalla Health we demonstrate respect by:

- Maintaining confidentiality and privacy
- Being courteous and polite to everyone
- Treating everyone equally
- Valuing everyone's contribution
- Being punctual and responsive

## EMPATHY:

At Benalla Health we demonstrate empathy by:

- Being mindful of others
- Being considerate and understanding
- Taking the time to listen
- Being considerate and understanding
- Providing encouragement to others
- Understanding the needs of those we interact with

## EXCELLENCE:

At Benalla Health we demonstrate excellence by:

- Being professional and enthusiastic
- Being prepared to listen to new ideas
- Taking pride in our appearance
- Participating in ongoing education
- Challenging each other to improve and be innovative

# Important information

We strongly suggest you get telephone advice prior to attending the Urgent Care Centre.

For non-life threatening emergencies, phone: Nurse on call: 1300 606 024.

**CALL 000 IMMEDIATELY IF YOU HAVE A MEDICAL EMERGENCY SUCH AS:**

- Chest pain
- Difficulty breathing
- Weakness in one side of your body
- Slurred speech
- Heavy bleeding
- Any other emergency

# Contact us



(03) 5762 4226

Nurse on call: 1300 606 024



[benallahealth.org.au](http://benallahealth.org.au)



*Benalla*  
HEALTH

**URGENT  
CARE CENTRE**

Patient and visitor information

# About us

Our Urgent Care Centre is staffed by skilled registered nurses. We are able to treat patients for many medical conditions.

## What happens when I arrive at the Urgent Care Centre?

Please use the bell at the front window to let us know that you are there. A nurse will talk to you and/or your family to assess (or triage) your medical needs. If you start to feel worse in any way while you are waiting please let us know straight away.

## How long will I have to wait?

We see patients in order of need - emergencies will always be seen first. If you have a less urgent need there could be a long waiting time to be seen and we might not know how long the wait will be. Even at times when the waiting room seems quiet, staff may be very busy. Thank you for your patience and understanding.

## Are visitors allowed?

Two visitors can come into the Urgent Care Centre with a patient. There are no set visiting hours in the Urgent Care Centre. We ask that visitors use their mobile phones in the waiting room area. There is a toilet for visitors to use near the waiting area.



## Will I see a doctor?

Doctors (GPs) in the Urgent Care Centre are from local Benalla medical clinics. After we assess you, the nurse will decide whether to call a doctor in to see you. This will depend on how urgent your condition is.

If we need to call a doctor to see you we will contact the "on-call doctor" rather than your own GP.

For non-life threatening emergencies, you may be asked to make an appointment with your doctor at their clinic. After hours, we may use our Telehealth system.

## What is Telehealth?

Telehealth is a video system where you can talk to and see a doctor. There is no cost to use telehealth. Depending on your needs, our nurse may set up a telehealth consultation with one of the emergency department doctors at Northeast Health Wangaratta.

## Are there costs?

Doctors who work in the Urgent Care Centre are from private medical clinics. Usually, there will be a cost to see the doctor in the Urgent Care Centre. The private medical clinic will send you a bill for these costs, not Benalla Health.

Nurses in the Urgent Care Centre will not be able to tell you the cost to see a doctor. If you have any questions about costs, please talk with the doctor when they see you.

## I have a pre-existing medical condition. How can I help the staff at the Urgent Care Centre be prepared for this?

If you have a condition that needs special care or treatment when you come in, please contact us before you might need our services. The more we know about what care you need and what your wishes are, the better prepared we will be to meet your needs.

***Please note:** Routine (repeat) dressings are not done by nursing staff at the Urgent Care Centre unless your doctor's clinic or district nurse has organised this for you. If you need to have ongoing dressings (such as for a chronic or a surgical wound) this will need to be done by your local medical centre or a district nurse.*

# What to bring

- ✓ Medicare card
- ✓ Your current medications
- ✓ Ambulance membership