

For the  
Health and Well Being  
of our  
Community

# Urgent Care Centre

Operates 24 hours a day  
to provide  
Safe and Timely Care

## Kyabram District Health Service

### Kyabram Health

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### Stanhope Health

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## Our Values

Empathy Wellbeing

Community

# Urgent Care Centre

[www.kyhealth.org.au](http://www.kyhealth.org.au)

Healthy Community.  
Local Care.



Consumer Approved



KYABRAM DISTRICT  
HEALTH SERVICE

## Urgent Care Centre

The Kyabram District Health Service Urgent Care Centre (UCC) operates 24 hours a day and is able to treat patients for a range of medical conditions.

### On Arrival

When you arrive at the UCC you will be seen by a nurse who will ask you some questions and assess your injury or illness to determine your medical needs. This initial assessment is known as triage and is based on the five categories defined by the Australasian College of Emergency Medicine, ranging from patients who require immediate resuscitation (triage category 1) to patients whose medical needs are not urgent (triage category 5).

### Management

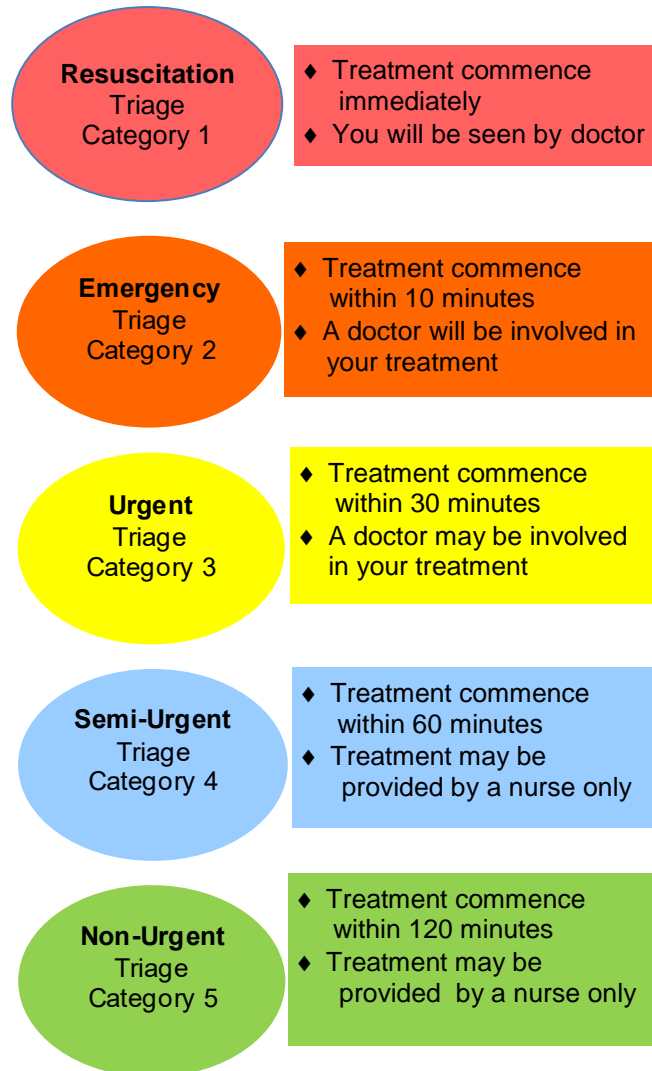
The provision of advice, support and care will be based on your triage assessment. Not everyone who presents to UCC will see a doctor as this will be dependent on your assessment. You may be treated by a nurse or referred to your GP clinic. (See guide for triage categories and management)

Your condition and assessment will determine whether you will be admitted to the hospital, transferred to another service or discharged home

For non-urgent conditions, following assessment you may be advised to go to the medical center to see a doctor during office hours, or when the medical centre is next open.

## Guide for triage assessment and management

There are five triage categories defined by the Australasian College of Emergency Medicine.



## Doctors

The health service does not have on site doctors but has an on call service provided by Kyabram Regional Clinic. A duty doctor will be called to attend if required, regardless of who your regular doctor is.

### Fees

Although Kyabram District Health Service do not charge a fee for your UCC visit, patients may be charged a doctors fee if seen by a doctor, and this account will be generated by the medical practice

As we are an unfunded service, if your management involves being transferred via ambulance to another health service this will be at your cost. This cost is completely covered if you have Ambulance Victoria Members subscription, Pensioner concession card or health care card.

**If your condition or symptoms worsen in any way after your initial triage assessment, please notify nursing staff immediately by pressing the intercom button**