

Media Release

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Access virtual emergency care after hours

If your regular GP is closed and you need after hours medical care, a new service operating across South Western Sydney is giving patients immediate, convenient access to emergency specialist doctors for diagnosis and treatment of urgent, non-emergency medical conditions.

South Western Sydney Primary Health Network (SWSPHN) has funded My Emergency Doctor to provide medical care after hours at no cost via phone or video to people who aren't sure if they need to go to the hospital Emergency Department.

A consultation with My Emergency Doctor may be appropriate if you or your loved ones require urgent attention for medical conditions including: abdominal pain; fainting; headache/head injury/concussion; flu; fever; rashes, bites and stings; back pain; sore throat; diarrhoea and vomiting; acute injury; headache; urinary tract infections; allergic reactions; sports injuries; and work injuries.

SWSPHN Chief Executive Officer, Dr Keith McDonald PhD, said My Emergency Doctor would complement the existing care provided by the patient's regular GP who should always be the first point of contact for those needing non-emergency medical care.

"It's natural to be anxious and unsure where to turn when you or a loved one needs medical care after your regular GP's practice has closed for the night or the weekend," he said.

"Our message is: there are options available besides the emergency room at your local hospital.

"My Emergency Doctor is convenient, accessible and no appointment is needed. Importantly, the service provides you with continuity of care because with your consent, your nominated GP can be sent a summary of your consultation."

In addition to being assessed and treated by experienced doctors, patients can access prescriptions, X-ray and pathology referrals and My Emergency Doctor will arrange emergency patient transport to hospital if required. With patient consent, consultation summaries can be sent from My Emergency Doctor to the patient's GP which outline the assessment, diagnosis, and treatment plan and case outcome.

Additionally, My Emergency Doctor can support consultations in multiple languages via the Translating and Interpreting Service (TIS National). Patients or their carers will need to be able to communicate the language for which they require a translator, their return contact phone number and their Medicare card number in English.

Founder and Medical Director of My Emergency Doctor, Dr Justin Bowra, said My Emergency Doctor had worked in collaboration with GPs and Primary Health Networks nationally to complement primary care pathways since 2016.

"I am thrilled that our telemedicine service will now be assisting the diverse population of South Western Sydney with their medical needs in the after hours period when they cannot reach their regular GP," said Dr Bowra, who has worked in Emergency Departments at both Liverpool and Bankstown hospitals.

CONTINUED NEXT PAGE

FROM PREVIOUS PAGE

After hours, if you are sick, injured or need non-emergency medical care you should:

- First, contact your regular GP to check if they are open or have after hours arrangements in place.
- Otherwise, download the [Healthdirect app](#) and use the 'Find a health service' section to check which local practices are open near you.
- If these options are not readily available to you, contact My Emergency Doctor for free, after hours consultations Monday to Friday, 6pm to 8am; Saturday, 12pm to 8am; Sunday and Public Holidays, 24 hours.

To access the service, call the hotline on 1800 001 033 or download the 'My Emergency Dr' app from the Apple App Store or Google Play Store. Patients should enter their postcode when the app prompts for a 'PARTNER CODE'. A full list of eligible postcodes is available on the My Emergency Doctor website, covering the following LGAs: Bankstown, Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee and Wollondilly. Visit the [My Emergency Doctor](#) website to find more information.

- Visit [SWSPHN's website](#) to find other after hours services that it funds in South Western Sydney.

If you are suffering a time-critical emergency such as chest pain, breathing difficulty, uncontrolled bleeding or have been in a major accident call 000 without delay.

South Western Sydney PHN is a not-for-profit organisation dedicated to supporting general practitioners, practice nurses and other primary health providers to deliver the best possible care for their patients. Our aim is to improve access to quality local health care for the all residents living in the local government areas of Bankstown, Fairfield, Liverpool, Campbelltown, Camden, Wollondilly and Wingecarribee.

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