

# Choose the right care

The best place to go for care depends on the urgency and level and care you need.



## General Practice

This is your regular, trusted doctor. Your general practice should be the first place you go for all your health needs, except emergencies.

Many GPs are open outside standard business hours, including evenings and weekends.

### Visit primary care for:

- ✓ All non-life-threatening health needs that can wait to be seen
- ✓ Any noticeable changes in your general health and wellbeing, including your mental health
- ✓ Annual exams, screenings, and health checks
- ✓ Immunisations
- ✓ Earaches, coughs, colds, fevers, and diarrhoea
- ✓ Prenatal care
- ✓ Chronic disease management
- ✓ Muscle and joint pain
- ✓ Mild COVID-19 (telehealth appointment required)

**Contact your GP**

## Urgent Care Clinic

### Townsville Medicare Urgent Care Clinic

The Medicare UCC is **not** a replacement for your regular GP. You should check appointment availability with your usual general practice clinic before presenting to the Medicare UCC. Medicare UCCs are for when your condition is urgent, but not life-threatening.

### Visit the Townsville Medicare UCC for:

- ✓ Minor infections
- ✓ Minor fractures, sprains, and sports injuries
- ✓ Minor back and neck pain
- ✓ Pain when urinating (UTIs)
- ✓ Insect bites and rashes
- ✓ Minor eye and ear problems
- ✓ Symptoms of gastroenteritis, such as persistent diarrhoea, vomiting, nausea, or fever
- ✓ Mild burns

**Medicare UCCs are not for regular GP care.**

**Visit the Townsville Medicare UCC**



## Emergency Care

Emergency departments should be reserved for situations that could result in loss of life or limb if not treated immediately.

### Seek emergency care for:

- ✓ Severe allergic reaction (anaphylaxis)
- ✓ Severe COVID-19
- ✓ Chest pain
- ✓ Warning signs of stroke, including altered sensation in face, arms, and legs
- ✓ Severe bleeding or bleeding that doesn't stop
- ✓ Severe shortness of breath
- ✓ Serious vehicle or industrial accidents
- ✓ Poisoning
- ✓ Complicated bone fractures
- ✓ Major illness
- ✓ Head injuries with loss of consciousness
- ✓ Suicide attempt or thoughts

**Go to nearest Emergency Department or call 000**

**Townsville Medicare UCC (Located at Eastbrooke Family Clinic)**

📍 86 Thuringowa Drive, Thuringowa Central 📞 (07) 4434 5090 🖱️ [townsvilleucc.com.au](http://townsvilleucc.com.au)

✓ Open 7 days, 11am - 9pm ✓ Bulk billed ✓ No appointments necessary

**EASTBROOKE**