



## General care

When you have an injury or illness that can wait for an appointment with your local GP.

- Diagnosis and treatment of a wide range of diseases and illnesses
- General screening and health checks
- Vaccinations and prescriptions
- Mental health advice
- Family planning advice
- Referrals for tests, scans or specialist care
- Ongoing chronic disease care and health assessments

## OPEN HOURS

8am to 10pm\*

MONDAY - SUNDAY

7 DAYS A WEEK

\*Opening hours are subject to GP availability.

**OPEN 365 DAYS OF THE YEAR!**

## MANAGEMENT OF PERSONAL INFORMATION

Your medical record is a confidential document. The records are the property of the practice, and it is the policy of the practice to always maintain the security of personal health information, and to ensure that this information is only available to authorized members of staff and healthcare providers.

If you have a communicable disease that is considered nationally notifiable, we'll work with Public Health to make sure you get the right care and support. This is a legal requirement that helps keep everyone safe and healthy.

'Nationally notifiable' means certain serious diseases must be reported to Public Health so they can monitor and prevent outbreaks. Your privacy is very important to us — any information shared is handled confidentially and only as required by law.

## FEEDBACK

If you have a complaint, suggestion, or would like to advise us of great service you have received from one of our staff or doctors please write and place in our suggestions box located at reception.

## ADDRESSING COMPLAINTS

Internal Complaints Manager

Dr Mohsen Sangi

*If complaints can't be resolved internally, please contact:*

Health Care Complaints Commission

Ph: 9219 7444

Toll Free: 1800 043 159

Address: Level 13, 323 Castlereagh Street  
Sydney NSW 2000

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**Urgent Care Clinic**

**SHELLHARBOUR**

## INFORMATION SHEET

**9-25 CAPTAIN COOK DRVE  
BARRACK HEIGHTS NSW 2528**

**PHONE: 02 4263 5299**

**FAX: 02 4263 5290**

**WEBSITE:**

**<https://muccshellharbour.com.au/>**

**WALK INS ACCEPTED**

*This clinic is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this clinic to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff and healthcare providers.*

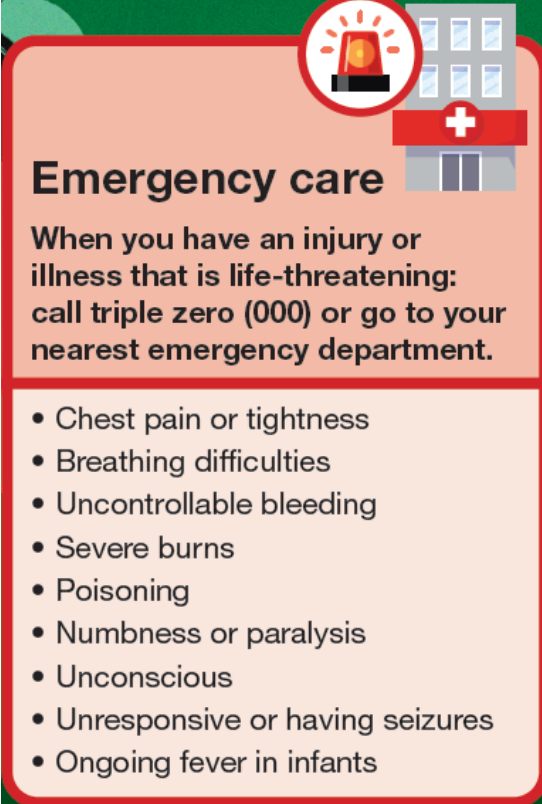


## AFTER HOURS CARE

### EMERGENCY CARE

Please call **000 in case of an Emergency**

Medicare Urgent Care Clinic Shellharbour recommends you call Radio Doctor Illawarra for afterhours care on 4228 5522. Alternatively, please call the After-Hours GP Helpline on 1800 022 222.



### Emergency care

When you have an injury or illness that is life-threatening: call triple zero (000) or go to your nearest emergency department.

- Chest pain or tightness
- Breathing difficulties
- Uncontrollable bleeding
- Severe burns
- Poisoning
- Numbness or paralysis
- Unconscious
- Unresponsive or having seizures
- Ongoing fever in infants

### EMERGENCIES ARE GIVEN PRIORITY

Medicare Urgent Care Clinic – Shellharbour treats patients of all ages including infants under 12 months. But will refer outside-scope cases to alternate service providers.

## HEALTH INFORMATION COLLECTION AND USE

As a patient of clinic, we require you to provide us with your personal details and medical history, so that we may properly assess, diagnose, treat and be proactive in your health care needs.

### REPEAT PRESCRIPTIONS

If you need a repeat prescription, please book an appointment with your usual GP. This helps ensure your medication is still appropriate for your health needs and allows your doctor to review your treatment safely.

### DRUGS OF DEPENDENCE

MUCC Shellharbour does not prescribe medications that are classified as drugs of dependence. These include medicines that have a high risk of misuse or addiction, such as strong painkillers (opioids), sleeping tablets, and certain anxiety medications (benzodiazepines)

### RECALL AND REMINDER SYSTEM

If you have an abnormal test result and it is non-urgent, you will be sent an SMS or a letter advising you to see your regular doctor through HOTDOC. (Consent of a recall via SMS is now an acceptable community standard, and a patient providing a mobile telephone number is deemed to have agreed to that mode of contact.) However, if your result is urgent and requires immediate attention you will receive a phone call from our GP on duty.

### FEEES AND BILLING

We are a bulk billing clinic for eligible Medicare card holders under our scope of services. Services outside of these will be referred on and approximate costings will be given to you, including ambulance transportation. For Medicare ineligible patients services may be provided free of charge or referred as appropriate.

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## Urgent Care Clinic



**Bulk billed treatment for urgent conditions that aren't life threatening.**

Visit our urgent care services for:

- ✓ minor infections
- ✓ minor fractures, sprains, sports injuries and sudden onset neck and back pain
- ✓ urinary tract infections (UTIs)
- ✓ sexually transmitted infections (STIs)
- ✓ minor cuts
- ✓ insect bites and rashes
- ✓ minor eye and ear infections
- ✓ respiratory illness
- ✓ gastroenteritis
- ✓ mild burns

Visit our Urgent Care Clinic

## ARTIFICIAL INTELLIGENCE

Some doctors at MUCC use AI to enhance clinical efficiency, support decision-making, assist with documentation, and improve overall patient care, while ensuring patient safety, privacy, and compliance with relevant Australian laws and standards. Your consent is always required.