Priority Primary Care Centre



Where to go when you're sick and it is urgent



Eligibility

If your need is not urgent (such as updating an asthma To be eligible for care at a **Priority Primary Care Centre**, you must:

- Be able to move about on your own
- Have an injury or illness that is suitable for management in a primary care setting
- Require same-day care
- Not be able to see your regular GP that day and would otherwise be going to an Emergency Department





Other care options

If your need is not urgent (such as updating an asthma plan or getting a repeat prescription for regular medication), see your regular doctor.

If you want advice about a minor issue, you can contact **Nurse on Call (1300 60 60 24)** or talk to a pharmacist.

If you have a serious issue, **call 000** or contact the Victorian Virtual Emergency Department (https://www.vved.org.au/).





Where to go when you're sick - infectious

If it is not urgent, please see your regular doctor.

Priority Primary Care Centre

- Fever
- Pain or burning when urinating
- Skin infection

GP respiratory clinic

COVID positive





Where to go when you're sick – breathing

If it is not urgent, please see your regular doctor.

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- Asthma attack mild/moderate
- Cough
- Trouble breathing but can still talk in sentences

- Asthma attack severe
- Trouble breathing and unable to speak
- Chest pain
- Children with sucking in between ribs or head bobbing when breathing and clear vomiting







Where to go when you're sick - injuries

If it is not urgent, please see your regular doctor.

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- Back pain
- Bruises, cuts and grazes
- Fracture suspected
- Sprain
- Foreign object ear, nose, eye
- Burns minor
- Bites dog or bugs



- Back pain with tingling, numbness or muscle weakness
- Bleeding severe
- Burns major
- Fracture major/bent limb/breaking the skin
- Head trauma (with Loss Of Consciousness)
- Poisoning or overdose
- Abdominal pain following trauma





Where to go when you're sick – gut

If it is not urgent, please see your regular doctor.

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- Heartburn
- Nausea, vomiting
- Abdominal pain under 50 years not related to an injury
- Constipation or diarrhoea

- Abdominal pain sudden and/or severe
- Pain following injury







Where to go when you're sick – ear, nose and throat

If it is not urgent, please see your regular doctor.

Priority Primary Care Centre

- Earache
- Eye irritation/redness
- Sinus pain
- Headache ongoing

000 or **Emergency Department**

• Bleeding after tonsil removal





Where to go when you're sick – fainting or fitting

If it is not urgent, please see your regular doctor.

Priority Primary Care Centre

- Fainting brief
- Headache or migraine
- Short Fitting episode then recovery to normal not following head injury
- Typical seizures you have experienced before

- Signs of Stroke FAST (Face drooping-Arm weakness-Slurred speech-Time to call 000)
- Child is limp or not responding
- Fitting without return to normal
- Fitting following head injury
- Fitting and on blood thinners







Where to go when you're sick – allergies and skin conditions

If it is not urgent, please see your regular doctor.

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- Allergy
- Rash
- Infected pimple or cyst
- Lumps and bumps, cuts or scratches

- Has required use of an epi-pen before (anaphylaxis)
- Fever, pale blotchy skin and irritable





Where to go when you're sick – pregnancy and infants

If it is not urgent, please see your regular doctor.

Priority Primary Care Centre

- Light bleeding in first trimester
- Excessive vomiting

- Child with abdominal pain without diarrhea
- Child vomiting without diarrhea
- Head injury with a loss of consciousness
- Premature babies younger than 12 months old (any condition)
- Confirmed ectopic pregnancy



