

Fees

There is no cost for the doctor or the nurse. There may be some costs associated with medications or medical aids. 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 an Ambulance Victoria subscription, Pensioner Concession Card or Health Care Card.

Feedback

We invite any comment you may have about the services provided.

Care Opinion is a safe and anonymous public website where you can post your comments and view responses. Please go to www.basscoasthealth.org.au

Alternatively, you may submit your comments by phone (03) 5671 3365 or you can write to: Jan Child Chief, Executive Officer (CEO)
PO Box 120 Wonthaggi 3995

Bass Coast Health Locations

Wonthaggi (Hospital)



235 Graham St Wonthaggi



PO Box 120, Wonthaggi Vic, 3995



03 5671 3333 f 03 5671 3300



info@basscoasthealth.org.au



www.basscoasthealth.org.au

Phillip Island Health Hub



50-54 Church St **Cowes** Vic 3922



(03) 5951 2100

Urgent Care Centre



50 – 54 Church St **Cowes** Vic 3922



(03) 5951 2101

San Remo



1 Back Beach Rd **San Remo** Vic 3925



(03) 5671 9200

Other Service sites

Some services can be provided, on request, from Corinella, Grantville, Inverloch and in your own home. Please discuss this with your service provider.



Disclaimer - The information contained in the brochure is intended to support, not replace, discussion with your doctor or health care professionals.



Urgent Care Centre

Phillip Island Health Hub

50 – 54 Church Street, COWES 3922



Phone 5951 2101



Excellence in care



About the UCC

The Bass Coast Health Urgent Care Centre (UCC) operates **24 hours a day, 365 days a year**, to provide safe and timely care for the health and wellbeing of our community. The UCC has one doctor and one nurse to deal with minor medical conditions.

Minor injuries and illnesses include:



- **Minor cuts and burns**
- **Earaches**
- **Fevers**
- **Sprains / strains**
- **Rashes**
- **Infections**

People with serious illnesses or injuries need extra support to be treated safely. Please call 000 for an ambulance or go to Wonthaggi Hospital.

Serious illnesses and injuries include:



- **Chest pains**
- **Difficulty breathing**
- **Pregnancy complications**
- **Fractures**
- **Sudden severe headaches**
- **Severe burns**
- **Severe abdominal pains**
- **Decreased consciousness**
- **Blurred vision**

On arrival at the UCC

You will be seen first by a Triage nurse who will ask some clinical questions and assess your condition. Following this assessment a receptionist will take your details.

Patients will be prioritised according to their clinical needs, with sicker people being treated first.

Your condition and assessment will determine whether you are treated at the UCC or transferred to another service.

If you need medication, we will provide you with an emergency supply and a prescription that can be filled at the following pharmacies:

Priceline Pharmacy

24 Thompson Ave, Cowes
Ph: 5952 2061

Open: Monday – Friday 8.30am – 6.00pm
Saturday 8.30am – 5.30pm
Sunday 9.00am – 5.30pm

Phillip Island Pharmacy

164 – 166 Thompson Ave, Cowes
Ph: 5952 2299

Open: Monday – Friday 8.30am – 6.00pm
Saturday 8.30am – 1.00pm
Sunday 9.00am – 1.00pm

There are pathology services onsite:

Monash Pathology is on site

Open: Monday to Friday – 9.00am – 5.00pm

Radiology services can be accessed at 164 Thompson Avenue in Cowes during business hours

Treatment Times

The UCC has one doctor and one nurse during non-peak times. If there are a large number of patients at the same time, there may be a waiting period before you are seen.

If you are assessed as having a non-urgent condition, we encourage you to come back at a less wait time; alternatively you may be advised to go to a GP Clinic to see a doctor when the GP Clinic is next open.

The two local GP Clinics are:

- Cowes Medical Centre
164 Thompson Ave, Cowes
Ph: 5951 1800
- Grandview Family Clinic
3 Grandview Grove, Cowes
Ph: 5951 1860

