

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 welcome any comments or feedback you may have about the services provided. Our aim is to continually improve what we do.

Patient Opinion is a 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 emailing Jan Child Chief Executive Officer (CEO) at jan.child@basscoasthealth.org.au

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

San Remo



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



(03) 5671 9200



Reviewed by
Consumers



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

Minor Illness & Injury Clinic (MIIC)

Phillip Island Health Hub

50 – 54 Church Street COWES 3922



Phone 5951 2101



Excellence in care

About the MIIC

The Bass Coast Health Minor Injury and Illness Clinic (MIIC) operates **24 hours a day** to provide safe and timely care for the health and wellbeing of our community. It provides treatment to patients for a range of 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 and must continue to 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 MIIC

You will be seen by a receptionist who will take your details and then be seen by a nurse who will ask you some clinical questions and assess your injury or illness.

Patients will be prioritised according to their clinical needs. This means sicker people will always be treated first, even if they have not been waiting for long.

Given that the MIIC has only one doctor and one nurse, if a lot of patients present at once, there may be a waiting period.

Management

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

If you are assessed as having a non-urgent condition, 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

Open: Monday – Friday 8.30am – 10.00pm
Saturday 9.00am – 12noon & 4.00pm – 10.00pm
Sunday 10.00am – 12noon & 4.00pm – 10.00pm

- Grandview Family Clinic
3 Grandview Grove, Cowes
Ph: 5951 1860

Open: Monday – Friday 9.00am – 5.00pm

Pathology or Radiology services can be accessed at 164 Thompson Avenue in Cowes during business hours. Patients will be responsible for any costs incurred for pathology or radiology services.

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