

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.

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- 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



000 or Emergency Department

- 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



000 or Emergency Department

- 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



000 or Emergency Department

- 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.

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- 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.

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



000 or Emergency Department

- 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



000 or Emergency Department

- 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.

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- Light bleeding in first trimester
- Excessive vomiting



000 or Emergency Department

- 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

