

FREE  
SERVICE\*



## My Emergency Doctor allows you to connect with a specialist emergency doctor, after hours.

Residents of Eastern and North-Eastern Melbourne can access My Emergency Doctor at no cost in the after hours period. My Emergency Doctor is Australia's leading telemedicine service providing access to emergency specialists for acute medical conditions.

**phn**  
EASTERN MELBOURNE  
An Australian Government Initiative

 **My  
Emergency  
Doctor**

\*Through a partnership with the Eastern Melbourne Primary Health Network, residents of Eastern and North Eastern Melbourne can access the service at no cost.

## How it works

**My Emergency Doctor** is a telemedicine service providing access to an emergency specialist for acute medical conditions when a person's usual doctor isn't available and they're not sure if they need to go to an emergency department. Through a partnership with the Eastern Melbourne Primary Health Network, residents of Eastern and North Eastern Melbourne can access the service after hours\* at no cost.

## How to access My Emergency Doctor



Call 1800 000 633

OR



Download the app  
and connect

If the patient is unconscious, has chest pain, difficulty breathing, uncontrolled bleeding or has been in a major accident, please dial 000.

## When to call

When you or someone you know experiences unexpected symptoms, feels acutely unwell or suffers from an injury, it can be difficult to know where to get help after hours. If you experience any of the following conditions, connect to **My Emergency Doctor** for immediate care:

Abdominal pain	Acute injury	Concussion
Fainting	Fever	Headache
Head injury	Rash	Vomiting

## Are you eligible for free access?

**The service is funded by the Australian Government under the PHN program.**

Residents throughout Eastern and North Eastern Melbourne who live in the following postcodes can access this service after hours\* at no cost:

3064	3101 – 3109	3170	3777
3074 – 3076	3111	3178 – 3180	3782
3079	3113 – 3116	3658	3785 – 3789
3081 – 3085	3122 – 3140	3750 – 3763	3791 – 3793
3087 – 3091	3146 – 3156	3765 – 3767	3795 – 3797
3093 – 3097	3158 – 3160	3770	3799 – 3800
3099	3166 – 3168	3775	3804

\* After hours calls include those made before 8am and after 6pm weekdays; before 8am and after 12pm Saturdays; and all day Sundays and public holidays. Calls made outside these hours and/or calls from residents outside of the eligible postcodes, will incur a fee.

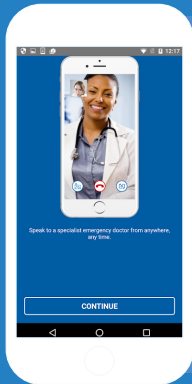
# A guide to using the app

Download the My Emergency Dr smartphone app from the Apple Store or Google Play.



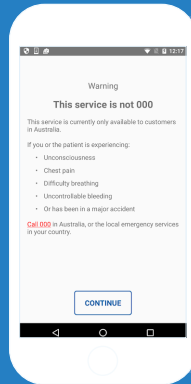
Alternatively visit [myemergencydr.com](https://myemergencydr.com) to download the app.

We recommend you have a stable internet or data connection when using the app, and are in a well lit area, so the emergency specialist can view you and/or the patient.



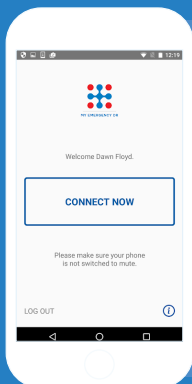
## 01

Simply provide your name and mobile number, and agree to the Terms & Conditions and Privacy Policy.



## 02

Enter your postcode when prompted for your 'partner code'. See postcodes on opposite page.



## 03

Your call will be answered by a Patient Support Officer who will collect your details and confirm your 'partner code' before connecting you and/or the patient to the emergency specialist.



## 04

At the end of the consultation, a clinical summary, prescription referral and/or request for further tests (e.g. imaging, pathology) can be sent to you and your GP (upon your request).

 Call 1800 000 633



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Australian Government under  
the PHN program.**

My Emergency Doctor is the leading Australian telemedicine service helping ensure Australians have access to an emergency specialist whenever they call, and wherever they are.

For more information about this service or for technical support contact My Emergency Doctor on **1800 000 633**.

My Emergency Doctor  
Level 5, 10 Bond St  
Sydney NSW 2000

**[myemergencydr.com](http://myemergencydr.com)**