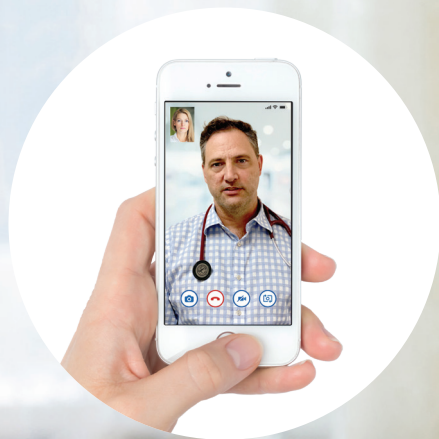


FREE
SERVICE*



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



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 a 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.

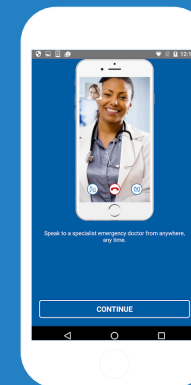
A guide to using the app

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



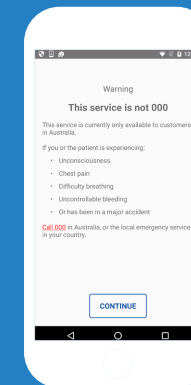
Alternatively visit myemergencydr.com to download the app.

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.



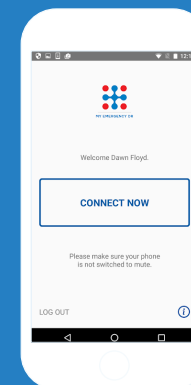
01

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



**This service is funded by the
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