

This service is free to residents of the following shires and cities within supported postcodes



### Supported postcodes:

3064	3122 - 3140	3770
3074 - 3076	3146 - 3156	3775
3079	3158 - 3160	3777
3081 - 3085	3166 - 3168	3782
3087 - 3091	3170	3785 - 3789
3093 - 3097	3178 - 3180	3791 - 3793
3099	3658	3795 - 3797
3101 - 3109	3750 - 3762	3799 - 3800
3111	3765 - 3767	3804
3113 - 3116		

This initiative is funded by the Australian Government under the PHN program until May 31, 2019



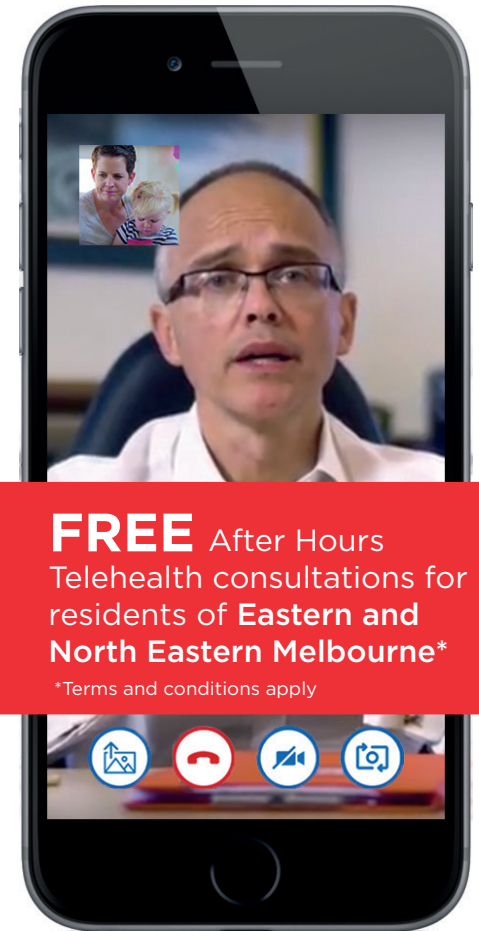
Urgent after hours medical care via telehealth when you need it.

**My Emergency Dr** is a smartphone app that puts you in touch with a specialist emergency doctor when you need it, at the touch of a button.

Connect directly to one of our doctors from the comfort of your own home. If you need to contact a doctor for urgent after hours care and your GP isn't available, contact My Emergency Dr.

 **1800 000 MED**  
[www.myemergencydr.com.au](http://www.myemergencydr.com.au)

# My Emergency Dr



**FREE** After Hours Telehealth consultations for residents of **Eastern and North Eastern Melbourne\***

\*Terms and conditions apply

The specialist emergency doctor is only a call away.

**phn**  
 EASTERN MELBOURNE  
An Australian Government Initiative

  
**MY EMERGENCY DR**

# Using the service: Make a video call



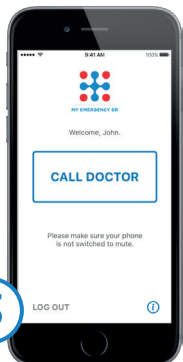
1

Download our free smartphone app My Emergency Dr from the iTunes App Store or Google Play.



2

Open the app & register your name & mobile number. For eligible residents enter your postcode as the partner code.



3

When an urgent health issue arises, open the app and connect via built-in video to one of our doctors.



4

When making your call, make sure you have a stable internet or data connection and a bright light source.



5

Our after hours clerical staff will collect basic details before transferring you to a doctor.



6

We will send you a confidential clinical summary along with any prescription, referral and imaging request you may need.

7



We will send a copy of the clinical summary to your GP if required.

## Download the free app today:



To use our service you will need a compatible smartphone or device with iOS 9.0 or later (iPhone, iPad and iPod Touch) or Android 4.1 or later

## Or talk to us on the phone:



1800 000 MED  
(1800 000 633)

When calling, please state your name and postcode. If you have further questions about the service please feel free to call us.

## FAQ

**Examples of cases that would benefit from our service include:** Head injury, concussion, fainting, fevers, acute injuries, abdominal pain, vomiting, rashes and headache.

**Our doctors are qualified emergency specialists,** also known as FACEMS (or Fellows for the Australasian College of Emergency Medicine). They are trained to quickly diagnose and treat patients.

**This service does not replace your GP.** Your GP is your primary healthcare provider but we will be there after hours when you're GP can't be.

### Does it cost anything to use?

The service is free for eligible residents until the 31st of May 2019. Please refer to the list for accepted post code areas. For other callers this will be a paid service.

### What are the after hours?

Outside 8am - 6pm on weekdays, outside 8am - 12 noon on Saturdays and all day on Sundays and public holidays.



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