



# Overview & Pathways



# ForHealth our mission and business

“ *Accessible Health  
for all Australians* ”

- Low socioeconomic focus  
Mt Druitt, Fairfield, Rockhampton, Elizabeth,  
Tuggeranong, Browns Plains, Craigieburn & more
- Outer Metro + Regional
- Largest Bulk-Biller (90% visits)
- 126x large clinics (~1,500m<sup>2</sup> plates)  
NSW 48, VIC 29, QLD 27, WA 11, SA 6, ACT 4, Tas 1
- One-stop health destination  
GP, CDM, Specialist, Psychology, Physio,  
Dental, Pathology, Imaging, Pharmacy
- Leader in Urgent Care  
53 sites (47 federal, 6 state) and growing



# ForHealth Urgent Care Impact — QLD to date



Over 243,400+ patient presentations to Urgent Care



**48%** of patients attending the Urgent Care would have sought care at an Emergency Department if the UCC was not there



**2,363** referrals from Queensland Ambulance Service to UC



**116,832** self-referred patients would have otherwise attended an ED



**1%** of referrals from GP clinics



**~19%** require imaging or pathology

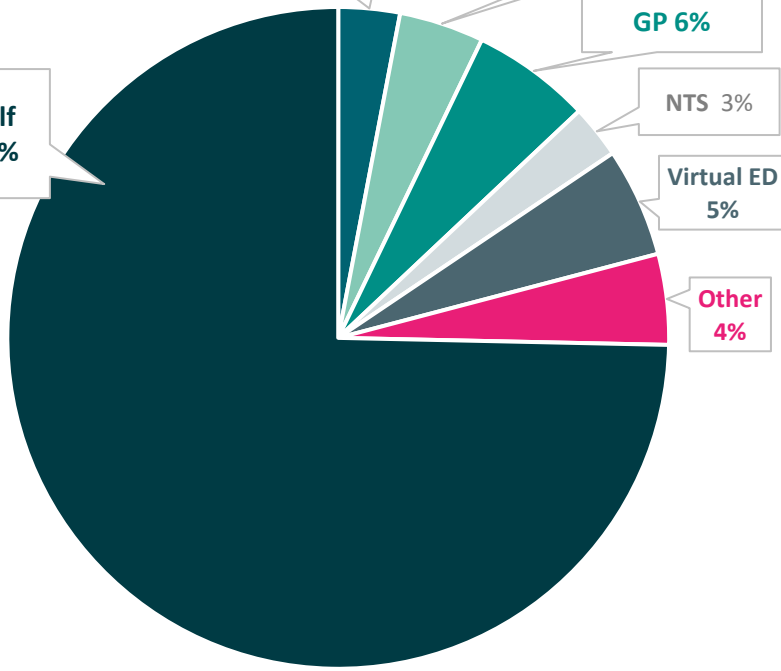


# Pathways into UCCs – Up to 25% of referrals are from other clinicians



**Self-Referral (Walk-in):**  
Patient walks into the UCC Centre

**Self**  
75%



**Ambulance: Paramedic on scene** calls UCC triage nurse. Patient is driven to UCC via ambulance or private car.

**Triage Practitioner** assess patient over phone – calls UCC triage nurse – patient self presents to UCC.



**Emergency Department Transfer:** ED (Hospital or Virtual) refers patient to Urgent Care. Option exists to call ahead and provide a clinical handover to doctor/nurse if preferred.



**Triage Lines:** Patient booked into UCC or directed to UCC by triage line i.e. Healthdirect



**General Practice:** GP can refer patient with option to call triage line to provide direct clinical handover.

**NSW Ambulance** Referral Pathway

**Paramedic Referral**  
Campbelltown Medicare Urgent Care Clinic  
South Western Sydney Local Health District (SWSLHD)  
Call 0434 819 545 8am – 6pm, 7 days a week  
Make a referral to the Campbelltown Medicare Urgent Care Clinic for patients experiencing urgent but non-life-threatening care needs.

Eligibility Criteria

- Patient or Person Responsible consents to the referral
- Patient has access to appropriate private transport to attend the Campbelltown Medicare Urgent Care Clinic
- Patient is experiencing a condition accepted by the Campbelltown Medicare Urgent Care Clinic (see table)
- Patient vital signs are either "yellow criteria" or "between the flag" (unless normal for patient)
- Patient has a valid Medicare card

Exclusion Criteria

- Evidence of life-threatening illness (e.g. chest pain, severe abdominal pain)
- Acute mental health conditions
- Residential Aged Care Facility residents

*NSW Ambulance Pathway developed, endorsed and formalised for Campbelltown UCC*

**ForHealth**

Epping Urgent Care Clinic (UCC) to Vic Virtual Emergency Department Pathway

Contact Information

Facility address: No Physical Address

Intake Line: 0434 819 545 After Hours/Weekend 24/7

Hours of Operation: 24/7

Referral Process

1. Register patient [Online](#) and/or [via telephone](#)

**ForHealth**

Appendix 1  
Inclusion and Exclusion Criteria for Patient Referrals to VVED

Criteria	Inclusion	Exclusion
Age	16 years and over	Under 16 years
Residence	Residing in the Epping UCC catchment area	Residing outside the Epping UCC catchment area
Referral	Referral from a General Practitioner, Nurse Practitioner, or other qualified health professional	Referral from a non-qualified health professional

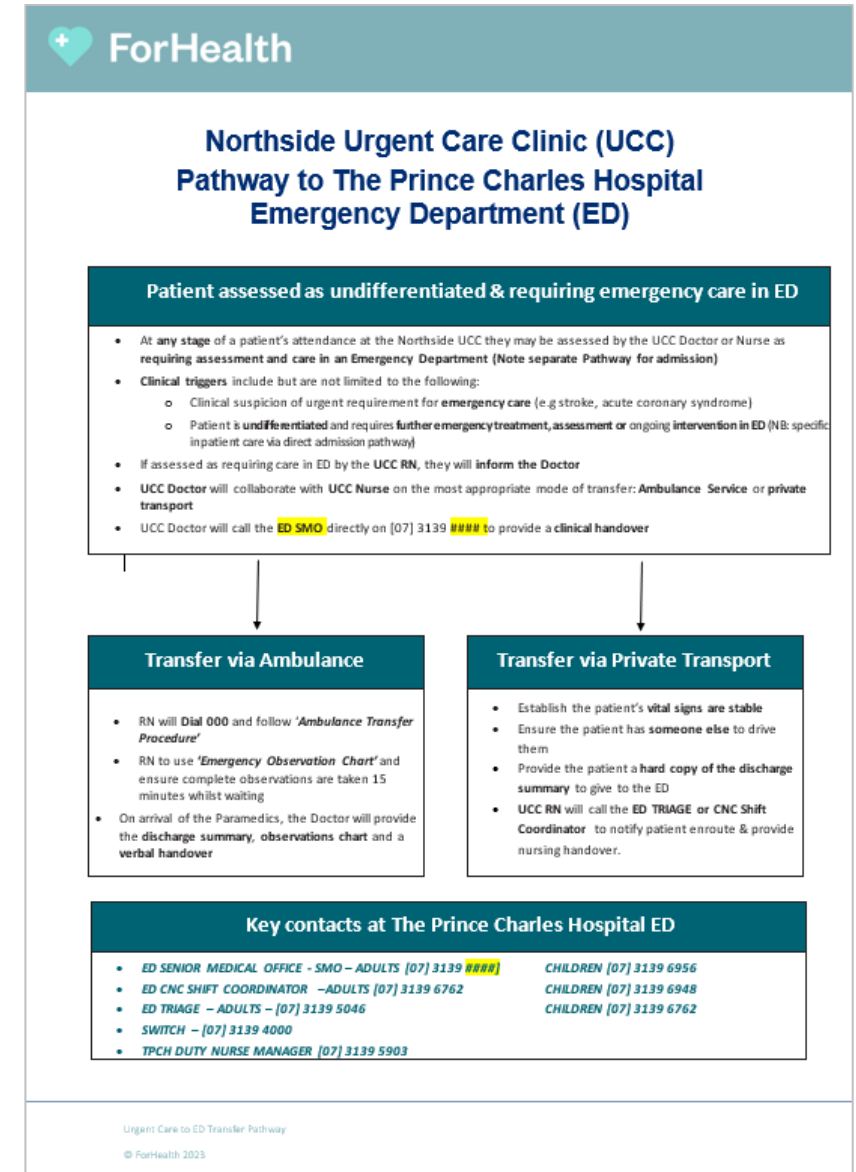
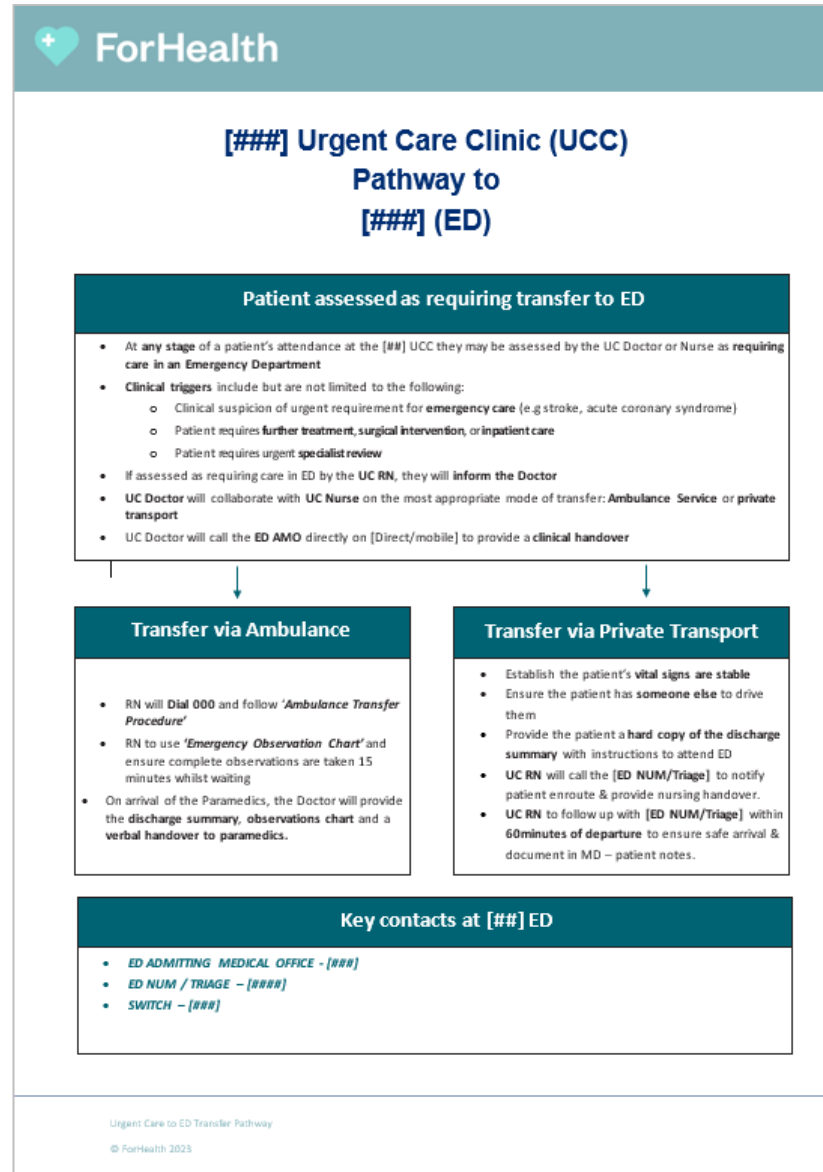
Appendix 2 – About VVED for Healthcare Providers

*Specialised UCC to Virtual ED Service pathway developed and endorsed between Victorian Virtual ED and Epping UCC*

# National UCC to ED Pathways

The template notably includes:


- Key direct contacts
- Clinical handover & communication
- Closing the loop to ensure patients travelling by private means arrive safely



# Follow Up Care & communication with usual GPs

ForHealth's purpose-built UCC discharge summary template

Integrated into clinical software, data is auto extracted from patient files, ensuring accuracy



DISCHARGE SUMMARY

<<Miscellaneous:User Letterhead>>  
 <<Addressee:Name>>  
 <<Addressee:Address Line 1>> <<Addressee:Address Line 2>>  
 <<Addressee:City>> <<Addressee:Postcode>>

Your patient has attended the Riverlink Medicare Urgent Care Clinic (see below).

<b>Family name:</b> <<Patient Demographics:Surname>>		<b>Given Names:</b> <<Patient Demographics:First Name>>	
<b>Sex:</b> <<Patient Demographics:Gender>>	<b>Date of Birth:</b> <<Patient Demographics:DOB>>	<b>Age:</b> <<Patient Demographics:Age>>	
<b>Address:</b> <<Patient Demographics:Address Line 1>> <<Patient Demographics:City>> <<Patient Demographics:State>>, <<Patient Demographics:Postcode>>			
<b>Phone (H):</b> <<Patient Demographics:Phone (Home)>>	<b>Phone (W):</b> <<Patient Demographics:Phone (Work)>>	<b>Phone (M):</b> <<Patient Demographics:Phone (Mobile)>>	
<b>Smoking Status:</b> <<Clinical Details:Smoking>>			
<b>Alcohol Status:</b> <<Clinical Details:Alcohol>>			
<b>Allergy Status:</b> <<Clinical Details:Allergies/Adverse Reactions>>			
<b>Diagnosis / Provisional Diagnosis</b>			
<b>Consultation Notes:</b> <<Summary:Progress Notes (Selected)>>			
<b>Investigations:</b>			

<<Summary:Investigation Results (Selected)>>

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**Management Plan / Medication Changes / Follow Up:**

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**Additional comments or actions for usual GP:**

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**Referred by:** <<Doctor:Name>>  
 <<Doctor:Full Address>>

Provider No: <<Doctor:Provider Number>>

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**Date:** <<Miscellaneous:Date>>

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**Signature:**

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**About Riverlink Medicare Urgent Care Clinic:**  
 Care when it's urgent, but not an emergency.

Receive value-based priority care for non-life-threatening conditions, without the need to visit an emergency department.

The Riverlink Medicare Urgent Care Clinic provides immediate high-quality care for patients with or are experiencing non-life threatening injuries or illnesses. The Riverlink Medicare Urgent Care Clinic is supported by highly skilled independent doctors and a nursing team, utilising excellent treatment and procedure room facilities.

For any questions, please contact (07) 3413 6640.

Discharge summary templates have been updated to include details of referring clinicians / services, ensuring a patient's usual GP is aware of the full patient journey

# Clinician & Patient Referral Flyers

**medicare**  
**Urgent Care Clinic**

**Care when it's urgent,  
but not an emergency.**

**Southport  
Medical & Dental Centre**

A ForHealth Practice

Open 7 days, Monday – Sunday  
8am - 10pm

Walk-in and online appointments.  
Bulk-billed services.

178 Nerang Street, Southport

07 5680 0040

**Southport Medicare Urgent Care Clinic has been established to treat urgent minor injuries and minor illnesses.**

**Referring patients can help reduce pressure on the hospital system.**

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**How to make a Referral**

1. Identify patient's minor injuries/illnesses meets criteria. (Inclusion/Exclusion criteria listed on back of this page)
2. Call the Urgent Care reception on **(07) 5680 0040** to check capacity and current wait times. To speak with a clinician, or provide a clinical handover, the Urgent Care Triage Nurse can be contacted directly on **0434 819 620**.
3. Give patient directions to Southport Medicare Urgent Care Clinic (as shown in patient brochure).

A discharge summary will be provided to the patient's regular GP following their visit.

Supported by

An Australian Government Initiative

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**Inclusion Criteria**

**Minor Injuries:**

- + Lacerations and abrasions, skin tears
- + Basic fracture management and sprains
- + Suturing and bandaging
- + Drainage (minor collections)
- + Minor burns
- + Leg ulcers
- + Pressure injuries
- + Tetanus prone wound
- + Insect and animal bites (not requiring antivenom)
- + Minor dental (i.e. pain related)
- + ENT: foreign body in ear, nose or throat, minor epistaxis, minor trauma
- + Acute wounds requiring IV
- + Insert IV lines to allow for IV antibiotics and infusions

**Minor Illnesses:**

- + Bronchitis
- + Upper respiratory tract infections
- + Ear, nose and throat / eye infections: tonsillitis, pharyngitis, laryngitis, otitis media, otitis externa, rhinitis, sinusitis, cellulitis, conjunctivitis
- + Rashes
- + Gastroenteritis / Gastritis: when oral hydration is appropriate
- + Urinary tract infections
- + Cellulite / abscesses (non-septic and treatable by oral or intramuscular only)
- + Sexually transmitted infections
- + Deep Vein Thrombosis (DVT): Requiring oral treatment, bloods and next day ultrasound
- + Management of first trimester pregnancy bleeding (need USS and anti-D)
- + Simple catheter insertion or change (condition agnostic)
- + Gastritis, gastroenteritis, hyperemesis and other conditions requiring IV rehydration
- + Mild head injury – with GCS 15/15 and no history of unconsciousness

**Exclusion Criteria**

- + Cardiac / chest pain (where cardiac cause is suspected)
- + Serious breathing difficulties / low oxygen saturations
- + Loss of consciousness
- + Serious head, neck or back injury
- + Reduced GCS
- + Suspected sepsis
- + Severe abdominal pain
- + Severe allergic reactions
- + Unstable mental health issues
- + Uncontrollable bleeding
- + Severe penetrating & high velocity injuries

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Monday – Sunday: 8am - 10pm

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178 Nerang Street, Southport

07 5680 0040

See us for treatment of urgent but non-life-threatening injuries and illnesses. We are open 7 days a week until 10pm. Walk-ins are welcome.  
**Appointments are bulk-billed.**

**We Treat**

**Minor injuries including:**

- + Lacerations/cuts requiring stitches
- + Basic fracture management
- + Minor burns
- + Insect and animal bites
- + Dental emergencies
- + Removal of foreign body from ear, skin, nose or throat

**Minor illnesses including:**

- + Respiratory symptoms
- + ENT infections
- + Rashes
- + Urinary tract infections

07 5680 0040

Scan here for opening hours and to book an appointment online.

Supported by

*Patient*

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**How to find us**

We are conveniently located within the Southport Medical & Dental Centre at 178 Nerang St, Southport.

Scan to get directions

Parking available onsite