

### How does the service work?

The nurse answering your calls will work out what sort of medical help or advice you may need and how quickly it is required.

The nurse can provide advice on how to manage your problem at home or, if required, organise for you to:

- be given medical advice by a local doctor
- see a doctor the following day\*
- attend a hospital or health service for further assessment
- call an ambulance

A doctor will be available when needed.

\*If you wish to make, or change, a doctor's appointment, or are seeking test results, please contact your medical clinic during business hours.

**In an emergency always call  
000**

Please note that advice given is without physical assessment and is therefore limited.

If you have any concerns you should consult the relevant health care professional.



supporting rural  
general practices

## Westvic After Hours Health Advice

When the clinic is closed at night and you need medical advice phone

Westvic After Hours Health Advice  
**1800 641 395**

or your participating clinic's  
usual phone number  
**6.00pm to 8.30am every night**

**"Local, confidential, reliable  
health advice."**

Funded by the  
Department of Health & Ageing.  
Managed by West Vic Division of General Practice -  
supporting rural general practices



supporting rural  
general practices

HORSHAM  
148 Baillie Street, Horsham Vic 3400  
PO Box 1158, Horsham Vic 3402  
p: (03) 5381 1756 f: (03) 5381 0313  
e: horsham@westvicdiv.asn.au

ARARAT  
62 High Street, Ararat Vic 3377  
PO Box 127, Ararat Vic 3377  
p: (03) 5352 4804 f: (03) 5352 5495  
e: ararat@westvicdiv.asn.au

"The health and wellbeing of everyone is very important to the doctors in our region."

The West Vic Division of General Practice uses unique local knowledge to support doctors in our region.

We use our long history and understanding of what general practices need to better serve our communities. In 1998 we developed the Westvic After Hours Health Advice service, previously known as Grampians After Hours Health Advice.

Doctors understand the problems with getting health advice after normal business hours and know that many health concerns or questions can be managed by a highly skilled and experienced nurse.

**A nurse is ready to take your call between  
6.00pm and 8.30am every night on  
1800 641 395**

This nurse has:

- Local knowledge. All nurses live in our region and understand our local health care needs
- Training in nurse-led triage
- Years of experience as a Rural / Emergency Nurse
- Doctor approved evidence-based guidelines
- Regular quality care reviews

"A confidential and reliable source of medical advice after business hours."

### When does it operate?

6.00pm to 8.30am - every night.

### How do I contact the service?

Call 1800 641 395 or your participating medical clinic's normal number.

### What does it cost to use the service?

Your call will be the cost of a local call from anywhere in the region. Calls from mobiles may be charged at a higher rate. There is no cost for the consultation with the Westvic After Hours Health Advice line.

### Who do I contact when Westvic After Hours Health Advice line is not available?

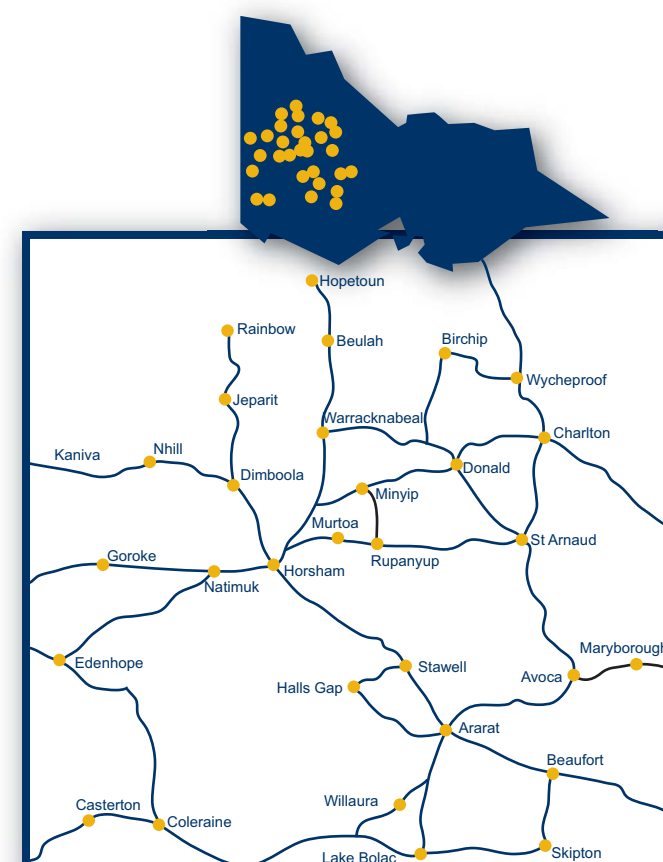
In business hours call your local medical clinic or health service. Alternatively you can call NURSE ON CALL on 1300 606 024.

Complaints: If you have a problem using the service, please inform your doctor or West Vic Division of General Practice on 03 5352 4804. Alternatively contact the Health Services Commissioner Complaints Line on 1800 136 066.

### Do I have to be a resident or have a local doctor to call Westvic After Hours Health Advice?

Residents and visitors in the region (below) can call the advice line on

**1800 641 395**



Privacy: All patient information is managed in accordance with the Health Records Act (2001) and the Privacy Act (1988). Westvic After Hours Health Advice is managed by the West Vic Division of General Practice Inc.