

ALTERNATIVE HEALTH SERVICES GUIDE

GV Health's Emergency Department has recently been experiencing high demand and staff shortages, resulting in lengthy wait times for some patients.

If your condition is not urgent or life-threatening, please visit a GP or refer to the list of alternative services below.

Thank you to the Greater Shepparton and Goulburn Valley community for your patience and understanding during this time.



Shepparton Respiratory Clinic	Opening Hours Monday 9:00am-4:30pm; Tuesday 9:00am-3:30pm; Wednesday 9:00am-3:30pm; Thursday 9:00am-12:30pm; Friday 9:00am-4:00pm; Saturday Closed; Sunday Closed 172 Welsford St, Shepparton, VIC. (03) 5821 9655.
	Urgent Care Centre in Benalla Open: 24/7 45-63 Coster St, Benalla, VIC. (03) 5761 4226
	Urgent Care Centre in Euroa Open: 24/7 Kennedy St, Euroa, VIC. (03) 5795 0221
	Urgent Care Centre in Kilmore Open: 24/7 1 Anderson Rd, Kilmore, VIC. (03) 5734 2110
	Urgent Care Centre in Kyabram Open: 24/7 86-96 Fenaughty St, Kyabram, VIC. (03) 5857 0200
	Urgent Care Centre in Nathalia, Cobram and Numurkah Open: 24/7 36-44 McDonnell St, Nathalia, VIC. (03) 5866 9444 24-32 Broadway St, Cobram, VIC. (03) 5871 0777 2 Katamatite Rd, Numurkah VIC. (03) 5862 0555
	Urgent Care Centre in Yarrawonga Open: 24/7 33 Piper St, Yarrawonga, VIC. (03) 5743 8111
	Support service for young people (12-25 years old). Open: Monday, Wednesday, Friday: 9am - 5pm; Tuesday & Thursday: 9am - 7pm, 129 High St, Shepparton, VIC. (03) 5823 8800 24/7 hotline: 1800 650 890
Goulburn Valley Area Mental Health Services Centralised Triage	Mental health support service staffed by a team of experienced local mental health professionals. Open: 24/7 1300 369 005
COVIDSafe information hotline	Support for COVID-19 health enquiries. The COVIDSafe information hotline diverts to the national hotline everyday from 8pm - 8am. Open: 24/7 1800 675 398
	Diabetes education, farmer's health, refugee health, cancer support and more. Open: Monday - Friday, 9am - 5pm 399 Wyndham St, Shepparton VIC. (03) 5823 3200
	After hours, bulk billed, in-home doctor visit. Open: Weekdays from 6pm Saturdays from 12 noon All day Sundays and public holidays 137 425 homedoctor.com.au

NURSE-ON-CALL	Free health care advice from a registered nurse. Open: 24/7 1300 606 024
Maternal and Child Health at Greater Shepparton City Council	A free service and available to all families with children aged 0 to 6. Open: Monday - Friday, 8.30am to 4pm (03) 5832 9312
Maternal and Child Health Line after-hours service	This is a 24-hour telephone service staffed by qualified maternal and child health nurses. The telephone line provides over-the-phone information, advice and referral to all families with young children. Open: 24/7 132 229
	Free phone advice service with registered nurses, who can arrange a call back from a GP. Open: Weekdays: from 6pm, Saturdays: from 12 noon All day Sundays and public holidays 1800 022 222
	Telehealth GP service offering video access to Australian registered doctors at a time and location that suits you. <ul style="list-style-type: none">• \$60 during business hours• \$90 out of hours Open: 24/7 doctorsondemand.com.au
	Speak with an Australian Qualified GP from anywhere via phone or video. <ul style="list-style-type: none">• Prescriptions & medical certificates \$15• 8 minute on-demand appointments \$39• 15 minute scheduled appointments from \$52 Open: 24/7 healthengine.com.au
	Telemedicine service providing phone or video consultations with Australian-qualified senior emergency specialist doctors. <ul style="list-style-type: none">• Monday - Friday, 8am - 6pm, \$250• All other times, \$280 Open: 24/7 myemergencydr.com
	Consult an Australian Medical Board-certified GP by phone or video. Prescriptions, medical certificates, referrals, general consults, blood tests, x-rays and more. Open 7 days: Monday - Friday, 9am - 9pm, Saturday - Sunday, 9am - 1pm nationaltelemedicinedoctors.com (02) 8834 7760
	Doctor consultations, prescriptions, medical certificates, and specialist, radiology and pathology referrals. <ul style="list-style-type: none">• Prescriptions \$19.99• Telehealth consultations \$29.99 Open: 24/7 primemedic.com.au
	Online prescriptions, telehealth doctor consultations, online medical certificates and pathology requests. <ul style="list-style-type: none">• Prescriptions \$15• Telehealth consultations \$40 Open: 24/7 instantscripts.com.au