

# ALTERNATIVE HEALTH SERVICES GUIDE

GV Health's Emergency Department is currently experiencing high demand, resulting in lengthy wait times for patients with non-urgent matters.

We ask that community members only come to the Emergency Department for conditions that are urgent or life-threatening.

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



## Medicare Urgent Care Clinic

### SHEPPARTON MEDICAL CENTRE

If you need urgent medical care but it's not an emergency, the Medicare Urgent Care Clinic provides urgent care for non-life-threatening injuries and illnesses, located opposite the Shepparton Hospital.  
**Open:** 8am–10pm, 7 days  
**49 Graham St, Shepparton, VIC.**  
**(03) 5823 3132**

## NURSE-ON-CALL

Free health care advice from a registered nurse.  
**Open:** 24/7  
**1300 606 024**



Support service for young people (12–25 years old).  
**Open:** Monday, 9am–8pm,  
Tuesday–Friday, 9am–5pm  
**129 High St, Shepparton, VIC.**  
**(03) 5823 8800**  
headspace: **1800 650 890**  
(3pm–10pm)  
[headspace.org.au/headspace-centres/shepparton](http://headspace.org.au/headspace-centres/shepparton)

## 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**

## PRIMARY CARE CONNECT

Diabetes education, farmer's health, refugee health, cancer support and more.  
**Open:** Monday–Friday, 9am–5pm  
**399 Wyndham St, Shepparton, VIC.**  
**(03) 5823 3200**

## URGENT CARE CENTRES



### GV Health



### Benalla HEALTH



Urgent Care Centre in Euroa  
**Open:** 24/7  
**38 Weir Street, Euroa, VIC.**  
**(03) 5795 4010**

Urgent Care Centre in Yarrawonga  
**Open:** 24/7  
**33 Piper St, Yarrawonga, VIC.**  
**(03) 5743 8111**

Urgent Care Centre in Benalla  
**Open:** 24/7  
**45–63 Coster St, Benalla, VIC.**  
**(03) 5761 4222**

Urgent Care Centre in Kilmore  
**Open:** 24/7  
**1 Anderson Rd, Kilmore, VIC.**  
**(03) 5734 2000**

Urgent Care Centre in Kyabram  
**Open:** 24/7  
**86–96 Fenaughty St, Kyabram, VIC.**  
**(03) 5857 0200**

Urgent Care Centres in Nathalia, Numurkah and Cobram  
**Open:** 24/7  
**36–44 McDonell St, Nathalia, VIC.**  
**(03) 5866 9444**  
**2 Katamatite Rd, Numurkah, VIC.**  
**(03) 5862 0555**  
**24–32 Broadway St, Cobram, VIC.**  
**(03) 5871 0777**

## VVED VICTORIAN VIRTUAL EMERGENCY DEPARTMENT Northern Health

Connect virtually to emergency doctors and nurses who will provide medical advice.

**Open:** 24/7  
[vved.org.au/patients/](http://vved.org.au/patients/)

## 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–4pm  
**(03) 5832 9312**

## Maternal and Child Health Line

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**

## TELCARE

### Stanhope Telecare Medical Centre GP Service

Regular face-to-face and weekly virtual telehealth consultations with experienced rural health GPs.  
**Open:** Monday–Friday  
[stanhope@telecare.com.au](mailto:stanhope@telecare.com.au)  
[hotdoc.com.au](http://hotdoc.com.au) | **(03) 4800 5291**

For real-time updates on current demand at our ED and expected wait times, please visit:  
[www.gvhealth.org.au/our-services/wards/emergency-department](http://www.gvhealth.org.au/our-services/wards/emergency-department)

