

- ! Accessing the right type of after hours care is essential for supporting patients who require urgent medical attention outside of regular business hours. Many patients are not aware of the after hours healthcare services available to them, leading to unnecessary attendance at emergency departments. GPs can improve patients' care by providing information about how to access services after hours. Practices that share this information also meet the requirements of the [RACGP Standards for General Practices](#).

Many general practices in the ACT have extended hours. To direct patients to available GPs, the [healthdirect Service Finder](#) and [HotDoc search function](#) allow patients to view which practitioners have extended operating hours. Visit [HealthPathways](#) for a full list of general practices and pharmacies operating after hours including service locations.

Other options for after hours care include:

○ [Canberra After Hours Locum Medical Service \(CALMS\)](#)

Accredited medical deputising service operated by Canberra GPs, offering medical services within a GP's scope of practice. A phone triage system staffed by Registered Nurses to book appointments and/or advise of appropriate treatment options.

Access:

- Call 1300 422 567
- Open weeknights from 6pm to 8:30am, weekends and public holidays 24 hours
- Locations: Bruce, Garran, Tuggeranong (home visits as deemed appropriate)

Cost: No Medicare card

required. Fees apply, Medicare rebate available. Reduced fee for concession card holders.

○ [National Home Doctor Service \(13SICK\)](#)

Medical practitioner assessment and treatment of:

- Respiratory infections
- Migraines
- Gastroenteritis
- Ear infections
- Fevers
- Urinary tract infections
- Episodic illness
- Minor injuries

Access:

- Call 13 7425
- Open before 8am and after 6pm weekdays, before 8am and from 12pm Saturday, and all-day Sunday and public holidays
- Telehealth and home visits

Cost: No fee for Medicare card holders.



- **Walk-in Centres** - part of the national network of Medicare Urgent Care Clinics
Nurse Practitioner and Advanced Practice Nurse health care for non-life threatening injuries and illnesses including:

- Common colds and influenza
- Conjunctivitis, sinusitis and tonsillitis
- Skin conditions, cuts, bruises, burns
- Middle and outer ear infections
- Ear wax removal for adults
- Emergency contraception
- Simple gastroenteritis
- Sick certificates
- Urinary tract infections
- Simple limb injuries

Access:

- Patients aged one year and above
- No appointment required
- Open 7:30am to 10pm, 7 days a week
- Locations: Belconnen, Dickson, Gungahlin, Tuggeranong, Weston Creek

Cost: No fee. No Medicare card required.

- **healthdirect**

For patients who require after hours care but are unsure where to go, healthdirect offers free, trusted health information and advice to point them in the right direction.

Access:

- Call 1800 022 222 to speak with a registered nurse
- Helpline available 24 hours, 7 days a week
- Virtual GP After Hours Service Monday to Friday 6pm-8am and weekends from 12pm Saturday. Call back service as required.

Cost: No fee.

- **Emergency Department (ED)**

Management of serious and life-threatening injury or illness.

Access:

Locations: Canberra Hospital (Garran), North Canberra Hospital (Bruce)
Canberra Hospital only for paediatric presentations requiring admission, surgery or surgical subspecialties and adolescent mental health.

Cost: No fee for Medicare card holders. Fees may apply for non-Medicare patients.

- **Other Options**

- Access Mental Health Line** - 1800 629 354
Available 24/7 for concerns about oneself or someone else's mental health.
- 1800RESPECT** - 1800 737 732
National domestic, family and sexual violence counselling and support service.
- Geriatric Rapid Acute Care Evaluation (GRACE)** - 0439 216 143
Care for residential and aged care residents to avoid hospital presentation.
- Maternity Assessment Unit** - 02 5124 7444
24/7 access to care, for people who are greater than 19+6 weeks pregnant.

For more information about After Hours services visit [HealthPathways](#).