

Frequently asked questions

Strathalbyn and District Health Service – Nurse-Led Clinic

From Monday 25 September the Strathalbyn and District Health Service Nurse-Led Clinic will provide care for people living in Strathalbyn and surrounding areas, presenting with urgent, non-emergency care needs.

What are the hours of operation?

- Monday – Friday: 4pm - 8pm
- Saturday and Sunday: 10am - 4pm (not open on public holidays)

What are the benefits of this service?

Benefits include timely access in your local community to urgent after-hours GP-type services including access to medical support (virtual), and the ability to be directed to the most appropriate service first time, reducing risk in delays to care.

How can people access the clinic?

This service is by appointment only. Bookings can be made on the day by telephoning (08) 8536 5333 from 1pm, Monday to Friday and from 9am on weekends.

Is there a cost to attend the clinic?

There is no cost for Medicare Card holders. Patients who do not have a Medicare Card will be invoiced.

Who will I be seen by at the clinic?

You will be assessed by one of the nurses working at Strathalbyn and District Health Service. If support from a doctor is required, the nurse will contact the Mount Barker Priority Care Centre or the SA Virtual Care Service. Medical advice can be provided by phone, and video facilities will be available should the doctor need to do a visual assessment.

What if this is not the right service for me, or the nurse or doctor at the clinic determines that I need a different service?

At the time of your telephone booking, the clinic nurse will determine if this is the right service for you and can assist with linking you to a more appropriate service if required.

If when attending your appointment, the nurse or doctor determine you need a different service, they will organise for you to be seen by the right service. If this is at another hospital and is required immediately, transport can be arranged.

What if I have a life-threatening illness or injury?

You should immediately ring 000 or attend your closest emergency department (either Mount Barker, Noarlunga Hospital or South Fleurieu Health Service). These hospitals are staffed by trained emergency clinicians with access to diagnostics such as x-rays and other imaging and blood testing.

What if I have COVID-19 or other respiratory symptoms?

Patients with COVID-19 are not able to be treated at the clinic due to the risk to the aged care residents living on the hospital site. Patients with respiratory symptoms will be tested for COVID-19 on arrival – if the result is positive, they will then be advised to either see their GP or attend the nearest emergency department.

What type of illnesses/injuries can be managed at the clinic?

Conditions that would normally be managed by your GP but where these need to be attended to before the next available GP appointment. This includes:

- Minor sprains and strains
- Minor sporting injuries
- Minor wounds, cuts, abrasions, lacerations unlikely to need suturing
- Minor urinary tract infection / bladder infection
- Mild respiratory infection or symptoms – i.e., chest infections
- Minor eye conditions (excluding foreign body)
- Dental pain
- Minor skin conditions – rashes, ulcers, sores, infections
- Minor superficial burns (adults only)

What type of illnesses/injuries cannot be managed at the clinic?

- Emergency services that are time critical including life-threatening illnesses or injuries
- Motor vehicle accidents
- Ambulance presentations
- On-site x-rays and other imaging
- On-site pathology testing
- Suturing and plastering
- Paediatric services for children under 10 years
- Mental health services
- Drug and alcohol services
- Treatment for patients with COVID-19

Can my child be seen at the clinic?

This service is available for people 10 years and older. Children, particularly those under the age of 10 years, should be seen by experienced paediatric doctors and nurses. For children aged between 6 months and up to 18 years it is recommended that you contact the Women's and Children's Hospital Child and Adolescent Virtual Urgent Care Service (CAVUCS). This service is provided by a virtual team of highly skilled emergency doctors and nurses who can assess and provide medical advice over the phone in the comfort of your family's home. CAVUCS operates 7 days a week from 9:00am to 9:00pm. Outside of these hours, please contact Health Direct on 1800 022 222 for advice.

Contact CAVUCS online by using your phone, tablet or computer. Click on the link to register at <https://www.wch.sa.gov.au/patients-visitors/emergencies/virtual-urgent-care>.

In an emergency, call 000 or present to an Emergency Department.

What if my child is under six-months of age?

Given the vulnerability of children that young, it is important that you contact your GP, or if out of hours, present to an emergency department. If it is an emergency, call 000.