FREE SERVICE*

Bringing the best possible emergency care to patients, wherever they are.

Residents now have access to **My Emergency Doctor**, Australia's leading emergency telemedicine service, staffed exclusively by specialist emergency doctors.

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SOUTH WESTERN SYDNEY
An Australian Government Initiative

My Emergency Doctor

How it works

If you are in need of emergency care or your regular GP is unavailable, your on-site care team can now access emergency specialist care via My Emergency Doctor, an online telemedicine service connecting patients, carers and healthcare teams to an emergency specialist. This service helps residents and their carers access advice for acute medical conditions and in some cases, avoid an unnecessary trip to the hospital emergency department. A care summary can be provided to your GP with details of the care you receive from My Emergency Doctor.

24/7

The service is staffed 24/7.
Your on-site care team can connect to the service on your behalf.

$0

The service is provided to residents at no cost*.
Access to the service is made possible through funding by the Australian Government under the Primary Health Network program.

Your GP remains your primary healthcare provider.
My Emergency Doctor provides advice for acute medical conditions.

When to call

When you have unexpected symptoms or are feeling acutely unwell, it can be difficult to know who to call. If you experience any of the following conditions, your on-site care team will be able to arrange an online consultation:

COVID-19	Head Injury	Rash	Acute Injury
Abdominal Pain	Flu	Concussion	Headache
Fainting	Fever	Vomiting	Urinary Tract Infection

It remains important for residents and carers to contact 000 in cases of unconsciousness, chest pain, difficulty breathing, uncontrolled bleeding, or for major accidents.

For more information about this service, contact your on-site care team or My Emergency Doctor on **1800 001 033**.

Find out more at myemergencydr.com/southwesternsydney

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