

Eligibility

You may be eligible to access an Urgent Care Service if you are:

- a resident living in a community located in NSW or near its border
- experiencing an acute injury or illness that is not an emergency
- needing medical treatment in the next 2 to 12 hours; and
- unable to get an appointment with your own General Practitioner (GP) or at nearby medical centres.

Need support in your language?

You can call the Translating and Interpreting Service on 131 450 and ask for healthdirect.

If you need to see a medical professional but are concerned about the cost, healthdirect's **online service finder** can also connect you with bulk-billing health services anywhere across NSW.

Visit healthdirect.gov.au



You can search by location, services required and preferences – such as bulk-billing, telehealth, free parking and wheelchair access.

NSW Urgent Care Services

Information



Urgent Care Services

The illustration shows a stylized building facade for 'Urgent Care Services'. It features a dark blue header with the text 'Urgent Care Services' in white. Below the header is a light beige wall with a red-framed glass door on the left and a large window on the right. A small green tree in a brown pot is positioned to the left of the door. The building is set against a dark blue background.

What are Urgent Care Services?

NSW Urgent Care Services have been introduced across the state to help reduce pressure on emergency departments.

These services give you the care you need quickly for an illness or injury that is not an emergency such as:

- minor cuts
- sprains or suspected fractures
- sports injuries
- minor infections
- urinary tract infections (UTIs)
- minor burns
- rashes
- insect or animal bites
- cough, cold or flu
- mild asthma attacks
- earaches
- fevers or chills.

Remember, if it is life-threatening, call Triple Zero (000) or go to an Emergency Department. Life-threatening examples include chest pressure or pain lasting more than 10 minutes, difficulty breathing, uncontrollable bleeding, or sudden collapse.

How do I access a NSW Urgent Care Service?

To find out if urgent care is the right care for you, call healthdirect on **1800 022 222** for free at anytime (24 hours a day, 7 days a week).

A registered nurse will ask you some questions about your symptom.

Depending on the assessment made by the nurse, you may be advised to visit a NSW Urgent Care Service. If you are advised to visit a NSW Urgent Care Service, the nurse will provide you the details to access the service, which may include making an appointment on your behalf.

Other ways healthdirect can help you

Accessing the right care at the right time for your particular health need is important. If urgent care isn't right for you, the healthdirect nurse will help you access alternative options for medical care. These might include:

- Find you a nearby doctor or pharmacist
- Connect you to a virtual care service by phone or video
- Call you an ambulance or direct you to the nearest emergency department if your situation is an emergency.

