

Welcome to the Mona Vale Hospital Urgent Care Centre

1. See clerk at reception

2. See assessment nurse

3. Wait to be called

4. Tell us if you are feeling worse

Urgent Care Centre

Welcome to the Mona Vale Hospital Urgent Care Centre (UCC). The UCC offers a walk-in service for minor injuries and illnesses 24hrs a day – seven days a week. Patients receive care from an experienced team of doctors, nurses, and allied health professionals.

After registration you will see the UCC Assessment Nurse who will assess the urgency of your condition and allocate you a category.

- Immediate
- Emergency
- Urgent
- Semi-urgent
- Non-urgent

The most urgent and unwell patients are seen first regardless of when you arrived.

The Mona Vale Hospital Urgent Care Centre treats:

- Minor fractures or injuries
- Minor illnesses including infections and rashes
- Mild asthma or chest infections
- Minor burns or scalds
- Minor cuts needing stitches or glue
- Minor sports injuries, including sprains or strains
- Wound review
- Sore throat or sore eye
- Bites or stings
- Migraine
- Skin infections

Code of behaviour

Patients, relatives, and staff all want to be safe in the UCC. NSW hospitals have a policy of zero tolerance to violence. This means acts of violence, swearing, threats or verbal abuse will **NOT** be tolerated. Anyone who is violent or abusive will be asked to leave by the staff, security, or police may be called.

The use of any electronic devices to record audio, video or still images is not permitted at this facility unless express prior written consent is obtained.

Important information

To help us with your treatment, please be prepared to provide the administrative staff at reception with:

- Your Medicare number.
- Any religious/cultural requirements.

The medical and nursing staff need important information to help care for you such as:

- Any current health problems or medications
- Allergies you may suffer from
- If you are pregnant or breastfeeding
- If you have had any recent overseas travel
- Home situation and social support



From assessment to treatment

Sometimes the waiting room may appear quiet, but inside the UCC is actually very busy. No-one's treatment can be rushed, so we thank you for your patience and consideration. If you are waiting and feel the need to go to the toilet or step outside please advise administrative staff at reception.

Pain relief

If you are in pain, please tell the nurse or advise administration staff at reception.

Eating and drinking

Please do not eat or drink before you speak to the assessment nurse. Sometimes you should not eat or drink anything because you may need further treatments or tests which require you to have an empty stomach.

Initial assessment and treatment

The UCC staff work as a team. We employ clerical staff, doctors, nurses, nurse practitioners and physiotherapists. All play an important role in your care.

You may be seen by a doctor, nurse practitioner or a physiotherapist. These are all qualified independent health practitioners who can assess, provide treatment and discharge or refer you to another service. They work with our registered nurses to provide you with high quality care.

An independent health practitioner will see you as soon as they are able. At times staff will need to be redirected to attend a patient with an urgent condition, this will not affect your care, but may delay us attending to you. If you have concerns while waiting, please advise the staff.

Further assessment

You may need further medical tests, or specialist assessment to help decide what the best treatment for you is. This may mean you need to be transferred to another hospital.

You will be involved in decisions about your treatment, transfer and/or safe discharge.

If at any time you don't know what is happening, please ask the staff.

Patients and Visitors

We know you need the support and encouragement of your family and friends to assist you, but for safety reasons we can only allow one or two visitors with you inside the treatment area at any time. We may need to ask them to wait in the waiting area at times during your treatment.

Visitors must always respect the privacy and care of other patients.

Children must always be accompanied by a parent or carer.

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