

# CALHN Catchment Urgent and After-Hours Care Options

\*Please note this information is for referrers only and is not an exhaustive list (will remain a working document – Updated September 2024).

## CALHN BRIGHT - Sefton Pk and Woodville

BRIGHT is a **referral-only** service that provides rapid assessment, investigation, and treatment for suitable patients who are on trajectory to an ED presentation:

- Patients >16 years old
- Multi-disciplinary team, including medical officers, nurse practitioners, nurses, physiotherapy, social work, occupational therapy, podiatry, clinical pharmacy, dietitians
- Onsite x-ray, ultrasound, plain CT, pathology
- Open 0830-2130, 7-days a week, including public holidays
- \* **Referral** only - T: 7133 9992

## Hindmarsh Priority Care Centre (PCC)

SA Health & Adelaide Primary Health Network (APHN) partnership, providing a **referral-only** GP-led service with support from emergency trained CALHN nurses for urgent but non-life-threatening conditions who would otherwise seek treatment at a public ED.

- Patients >6 months of age
- Access to pathology and imaging (X-ray Mon-Fri 0900-1700 and Ultrasound Mon & Wed 0900-1700)
- Open 0930-1900 Mon-Fri, 0900-1700 Sat-Sun
- T: 0466 869 090

## Western Medicare Urgent Care Centre (UCC)

Commonwealth & APHN partnership, providing a **walk-in** GP-led service with practise nurses, for urgent but non-life-threatening conditions.

- Patients >6 months of age
- No appointment or referral needed.
- Access to imaging (0800-1700, Mon-Fri)
- Open 1000-2000, 7-days a week
- T: 08 8447 0040
- 1202-120 Old Port Road, Royal Park, 5014

## CALHN Hospital in The Home (HITH)

HITH service providing acute nursing, allied health and medical care, by CALHN staff, to patients in their own home as safe alternative to hospital admission. **Referral required.**

- Patients >16 years old
- Available 0700-2130, 7-days a week, including public holidays
- T: 7133 9994

## My Home Hospital (MHH)

SA Health service, provided by Calvary Amplar JV, providing hospital level care to patients in their own home. **Referral required.**

- Patients >13 years old
- Available 0800-2200 7-days a week, including public holidays
- T: 1800 111 644

## Metropolitan Referral Unit (MRU)

SA Health's SA Community Care (SACC) program supports hospital avoidance & discharge, that is delivered by community-based service providers. **Referral required.**

[www.sahealth.sa.gov.au/MRU](http://www.sahealth.sa.gov.au/MRU)

- Patients of all ages
- Available 0800-2000 7-days a week, including public holidays

## Mental Health

### Urgent MH Care Centre (UMHCC)

A free service for people experiencing mental health crisis who are willing to attend the UMHCC.

- Patients >16 years old
- No appointment or referral required
- Open 24 hours a day, 7-days a week
- T: 8448 9100

### Mental Health Emergency - Triage

Phone support service, staffed by mental health clinicians, for access to crisis and urgent MH services for patients experiencing mental health crisis.

- Patients of any age
- Open 24 hours a day, 7-days a week

## Geriatric & Disability

### CALHN Integrated Care Geriatric Single Point of Contact (SPOC)

Provides referrers within CALHN catchment, expert clinical advice and health navigation for patients >65 years old.

- Available 0800-1700, 7-days a week, including public holidays
- T: 7133 9993

### CALHN Integrated Care Coordinator (Disability)

Clinical support service, to support care in place, for those known to CALHN and on the trajectory to CALHN ED

- Available 0830-1700, Mon-Fri
- T: 7133 9998

## Paediatrics

### Child and Adolescent Virtual Urgent Care Service (CAVUCS)

Video assessment and advice service for non-life-threatening conditions, run by WCHN Emergency doctors and nurses. Additional **support line for GP's only.**

- Patients 6 months – 17 years old
- Available 0900-2100 7-days a week including public holidays
- **T: (08) 8161 8207 – for GP's only** ask to be put through to the "CAVUCS Emergency Consultant" mobile number.
- Consumers can access this service directly by visiting [www.wch.sa.gov.au/virtualurgentcare](http://www.wch.sa.gov.au/virtualurgentcare)

## Homelessness

### Homeless Connect SA

A free state-wide support service that provides information and direct referral into homelessness services for anyone experiencing homelessness in SA.

- Patients of any age
- Consumers can directly access the service
- Available 24 hours a day, 7-days a week
- T: 1800 003 308

## Clinical Support

### GP Psychiatry Support Line

- Available 0630-1830, Mon-Fri
- T: 1800 16 17 18

### SA Virtual Care Service (SAVCS)

A state-wide service that provides a support pathway for registered RACFs and Disability Residential services.

- Available 0800-2200, 7-days a week including public holidays.
- T: (08) 7117 4900

### Domestic Violence Crisis Line – Women Safety Services

A state-wide service that provides an immediate safety response for women and their children experiencing domestic violence.

- Available 24 hours a day, 7-days a week
- T: 1800 800 098

### National Domestic Family & Sexual Violence Counselling Service

- Available 24 hours a day, 7-days a week
- T: 1800 RESPECT (1800 737 732)

### State-wide Palliative Care Support Line for Clinicians

- Available 24 hours a day, 7 days a week
- T: 1300 673 122

### SA Voluntary Assisted Dying Care Navigator Service

- Available 0900-1700, Mon-Fri
- Tel: 0403 087 390
- [Health.VADCareNavigators@sa.gov.au](mailto:Health.VADCareNavigators@sa.gov.au)

### Medicines Information Service

Pharmacists provide advice to both clinicians and consumers about medicines.

- Available 0900-1700, Mon-Fri
- T: (08) 8161 7555
- E: [medinfo@sa.gov.au](mailto:medinfo@sa.gov.au)

### Drug & Therapeutics Information Service (DATIS) Clinical Support

Pharmacists answer clinician queries.

- Available 0900-1700, Mon-Fri
- T: (08) 7425 8444

For assistance in navigating CALHN out of hospital services, please contact the **CALHN Integrated Care Coordinator (CICC)** on **7133 9998** (0830-1700, 7-days a week)

For General Practice support, please contact the **GP Integration Unit (GPIU)** on (08) **7133 9995** (0800-1630, Mon-Fri or email [health.calhngpintegrationunit@sa.gov.au](mailto:health.calhngpintegrationunit@sa.gov.au))