

medicare

**Urgent Care Clinic**

**Care when it's urgent,  
but not an emergency.**

# Rockhampton Central Medical Centre

 A ForHealth Practice

**Monday – Sunday: 8am – 5pm**  
Walk-in and online appointments.  
Bulk-billed services | Open 7 days

Stockland Rockhampton Shopping  
Centre, 331 Yaamba Rd,  
Norman Gardens.

 **07 4937 6111**

**Rockhampton Central Medicare Urgent Care has  
been established to treat urgent minor injuries and  
minor illnesses.**

**Referring patients can help reduce pressure on the  
hospital system.**

## How to make a Referral

- 1.** Identify patient's minor injuries/illnesses meets criteria.  
(Inclusion/Exclusion criteria listed on back of this page)
- 2.** Call the Urgent Care reception on **(07) 4937 6111** to check capacity,  
current wait times and book patient in. To speak with a clinician,  
or provide a clinical handover, the Urgent Care Triage Nurse can  
be contacted directly on **0434 817 206**.
- 3.** Give patient directions to Rockhampton Central Medicare Urgent  
Care Clinic (as shown in patient brochure).

A discharge summary will be provided to the patient's regular GP  
following their visit.

This Medicare Urgent Care Clinic is funded by Country to Coast, QLD through the Australian  
Government's PHN Program and is delivered by ForHealth.

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## Inclusion Criteria

### Minor Injuries:

- + Lacerations and abrasions, skin tears
- + Basic fracture management and sprains
- + Suturing and bandaging
- + Drainage (minor collections)
- + Minor burns
- + Leg ulcers
- + Pressure injuries
- + Tetanus prone wound
- + Insect and animal bites (not requiring antivenom)
- + Minor dental (i.e., pain related)
- + ENT: foreign body in ear, nose or throat, minor epistaxis, minor trauma
- + Acute wounds requiring IV
- + Insert IV lines to allow for IV antibiotics and infusions

### Minor Illnesses:

- + Bronchitis
- + Upper respiratory tract infections
- + Ear, nose and throat/eye infections: tonsillitis, pharyngitis, laryngitis, otitis media, otitis externa, rhinitis, sinusitis, cellulitis, conjunctivitis
- + Rashes
- + Gastroenteritis/Gastritis: when oral hydration is appropriate
- + Urinary tract infections
- + Cellulitis/ abscesses (non-septic and treatable by oral or intramuscular only)
- + Sexually transmitted infections
- + Deep Vein Thrombosis (DVT): Requiring oral treatment, bloods and next day ultrasound
- + Management of first trimester pregnancy bleeding (need USS and anti-D)
- + Simple catheter insertion or change (condition agnostic)
- + Gastritis, gastroenteritis, hyperemesis and other conditions requiring IV rehydration
- + Mild head injury –with GCS 15/15 and no history of unconsciousness

## Exclusion Criteria:

- Cardiac/chest pain (where cardiac cause is suspected)
- Serious breathing difficulties/Low oxygen saturations
- Loss of consciousness
- Serious head, neck or back injury
- Reduced GCS
- Suspected sepsis
- Severe abdominal pain
- Severe allergic reactions
- Unstable mental health issues
- Uncontrollable bleeding
- Severe penetrating and high velocity injuries