

# Consumer Information

## COVID-19: 19 March 2020

---

Free supports available to assist consumers, carers and other community members within the EMPHN Catchment

### PHYSICAL HEALTH SUPPORTS

#### ▪ **My Emergency Doctor**

My Emergency Doctor is a telemedicine service, enabling people to access a specialist emergency doctor 24 hours a day, 365 days per year. The 'My Emergency Dr' clinic is FREE between the hours of 6pm-8am for those living in the Eastern and North Eastern Melbourne.

Download the 'My Emergency Dr' app to your smart device, or Call on **1800 000 633**

More information [here](#)

#### ▪ **Nurse on call**

NURSE-ON-CALL puts you directly in touch with a registered nurse for caring, professional health advice around the clock.

Phone: **1300 60 60 24** (24 hours a day, 7 days a week)

#### ▪ **COVID-19 Triage Hotline**

The national 24/7 hotline assists to triage people with respiratory symptoms and those who are concerned about possible contact with COVID-19

Phone: **1800 020 080** (24 hours a day, 7 days a week)

More information [here](#)

#### ▪ **After hours pharmacies**

The following pharmacies in EMPHN's catchment are open 24 hours and operate a nurse-led clinic 6-10pm every evening.

- **Balwyn:** [Balwyn Day and Night Pharmacy](#), 314/310 Whitehorse Rd, Balwyn. Tel: (03) 9836 3245
- **Wantirna South:** [Pharmacy@Knox](#), Westfield Shopping Centre, 425 Burwood Hwy, Wantirna South. Tel: (03) 9800 5199
- **Ringwood:** [Chemist Warehouse Ringwood - Supercare Pharmacy](#), 131-133 Maroondah Highway Ringwood. Tel: (03) 9870 5022

### MENTAL HEALTH SUPPORTS

#### ▪ **EMPHNs Referral & Access Team**

EMPHNs Referral and Access Team assists health professionals and the wider community to understand, navigate and access available mental health services.

Phone: 9800 1071 (9am-5pm M-F)

More information [here](#)

#### ▪ **Additional Resources:**

- Looking after your mental health during the coronavirus outbreak (Beyond Blue) [here](#)
- How to cope with stress related to COVID-19 (headspace) [here](#)

**For all mental health and physical health crisis, please access your local supports.  
Only present to your local emergency department if it is an emergency.**