

FREE  
SERVICE\*



## My Emergency Doctor allows you to connect with a specialist emergency doctor, after hours.

Residents of South Western Sydney can access My Emergency Doctor at no cost\* in the after hours period. My Emergency Doctor is Australia's leading emergency telemedicine service providing access to emergency specialists for acute medical conditions.

For more information about the after hours service, visit [myemergencydr.com/southwesternsydney](https://myemergencydr.com/southwesternsydney).



\* (until 30 June 2024). Through a partnership with the South Western Sydney Primary Health Network, residents of South Western Sydney can access the service at no cost in the after hours period.

## How it works

**My Emergency Doctor** is a telemedicine service providing access to an emergency specialist for acute medical conditions when a person's usual doctor isn't available and they're not sure if they need to go to an emergency department. Through funding from the South Western Sydney Primary Health Network, residents of South Western Sydney can access the service after hours<sup>^</sup> at no cost.

## How to access My Emergency Doctor



Go to [myemergencydr.com](https://myemergencydr.com) and click on **CALL DOCTOR**

Alternatively, you can call **1800 001 033**.

**If the patient is unconscious, has chest pain, difficulty breathing, uncontrolled bleeding or has been in a major accident, please dial 000.**

## When to call

When you or someone you know experiences unexpected symptoms, feels acutely unwell or suffers from an injury, it can be difficult to know where to get help after hours. If you experience any of the following conditions, connect to **My Emergency Doctor** for immediate care:

Abdominal Pain	Head Injury	Rash	Acute Injury
Diarrhoea	Flu	Concussion	Headache
Fainting	Fever	Vomiting	Urinary Tract Infection

## Are you eligible for free access?

**The service is funded by the Australian Government under the PHN program.**

Residents throughout South Western Sydney who live in the following postcodes can access this service after hours\* at no cost:

2135	2164	2173	2190	2212	2559	2568	2575
2136	2165	2174	2196	2213	2560	2569	2576
2143	2166	2175	2197	2214	2563	2570	2577
2160	2167	2176	2198	2555	2564	2571	2578
2161	2168	2177	2199	2556	2565	2572	2579
2162	2170	2178	2200	2557	2566	2573	2745
2163	2171	2179	2211	2558	2567	2574	2752
							2787

<sup>^</sup> After hours calls include those made before 8am and after 6pm weekdays; before 8am and after 12pm Saturdays; and all day Sundays and public holidays. Calls made outside these hours and/or calls from residents outside of the eligible postcodes, will incur a fee.

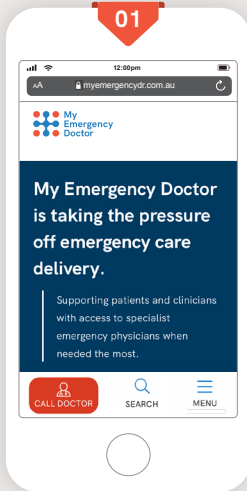
# Connect to My Emergency Doctor

To speak to a doctor go to **myemergencydr.com** and click on **CALL DOCTOR**.  
Alternatively call **1800 001 033** to speak to a doctor.

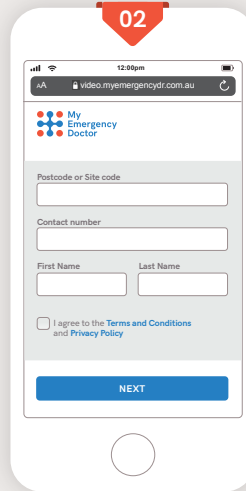
We recommend you have a stable internet or data connection when using your smart device, and are in a well lit area, so the emergency specialist can view you and/or the patient.

## To start consultation:

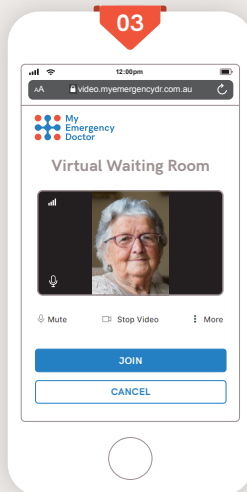
Go to  
**myemergencydr.com**  
and click  
'CALL DOCTOR'



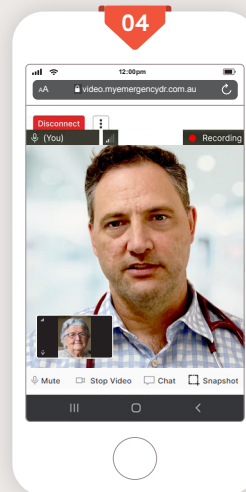
Enter your  
postcode and  
details  
then click  
'NEXT'



Click 'JOIN'  
where our  
Patient Support  
Officer will  
connect you  
with our  
specialist  
doctor



You are  
now in  
consultation  
with our  
specialist  
doctor



A clinical summary, prescription, referral and/or request for further tests can be emailed to you and your GP



**This service is funded by the  
Australian Government under  
the PHN program.**

My Emergency Doctor is the leading Australian telemedicine service helping ensure Australians have access to an emergency specialist whenever they call, and wherever they are.

For more information about this service or for technical support contact My Emergency Doctor on **1800 001 033**.

My Emergency Doctor  
Level 5, 10 Bond St  
Sydney NSW 2000

**[myemergencydr.com](http://myemergencydr.com)**