

# 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 February 2025).

## 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, 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. Closed public holidays
- T: 0466 869 090

## Western Medicare Urgent Care Centre (UCC)

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

- Patients >6 months of age
- No appointment or referral needed.
- Open 0800-2000, 7-days a week
- Access to imaging (0800-1700, Mon-Fri) 1200-1600 Sat/Sun)
- 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 a 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 Amplat 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,

## 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 0800-2030, 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)

State-wide service that provides virtual urgent care assessment and service navigation (including but not limited to SAAS, HealthDirect, RACFs and Disability Residential services).

- Available 0800-2200, 7-days a week including public holidays.
- Clinician advice line- T: 1800 313 090 (not for patient use)

### 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))