



Connect with a specialist emergency doctor, anytime, from anywhere.

My Emergency Doctor is Australia's leading emergency telemedicine service providing access to emergency specialist doctors for acute medical conditions. If you or someone you know is in need of care for an urgent, non-life threatening illness or injury, My Emergency Doctor is available for consultations over telephone or video calls.



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. The service is available 24 hours a day, 7 days a week, 365 days of the year however it is not a replacement for your GP or an ambulance service.

How to access My Emergency Doctor



Call 1800 123 633

OR



Download the app
and connect

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, especially if it is 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

How much does it cost?

A consultation with My Emergency Doctor is subject to the following fees:

Mondays – Fridays, between 8am – 6pm: **\$250**

All other times, including weekends and public holidays: **\$280**

Payments are taken in a secure manner over the phone or through the My Emergency Dr app by supplying your debit or credit card details.

Your privacy

Your personal information will be treated in utmost confidence.

To view our privacy statement, visit myemergencydr.com/privacy.



INTERPRETER SERVICES AVAILABLE

My Emergency Doctor can support consultations in multiple languages via the Translating and Interpreting Service (TIS National). In order for an interpreter to be organised, patients or their carers will need to be able to communicate the language for which they require an interpreter, their return contact phone number and Medicare card number in English.

A guide to using the app

Download the **My Emergency Dr** smartphone app from the Apple Store or Google Play.



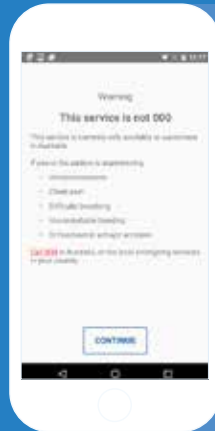
Alternatively visit myemergencydr.com/patients to download the app.

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



01

Simply provide your name and mobile number, and agree to the Terms & Conditions and Privacy Policy.



02

This service is not a 000 substitute. Ensure the nature of your call is not an emergency as per the warning and tap 'CONTINUE'. Then enter your credit card details to proceed with the consultation.



03

Press 'CONNECT NOW' and wait for your call to be answered by a Patient Support Officer. They will collect your details and assist you with any queries before connecting you and/or the patient to the emergency specialist.



04

At the end of the consultation, a clinical summary, prescription referral and/or request for further tests (e.g. imaging, pathology) can be sent to you and your GP (upon your request).



My Emergency Doctor is the leading Australian emergency 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 123 633**.

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myemergencydr.com