



# Patient case study

## Melissa



As a mother of three active children who love sport, Melissa from the Lower Blue Mountains in New South Wales, is no stranger to waiting in the emergency department at her local hospital.

Melissa's daughter Abi is on the local netball team. Melissa was watching Abi put in an energetic performance in a semi-final game when she noticed her limping off the court after the final whistle. Abi then fell to the ground and was unable to put weight on one of her ankles.

Melissa suspected a broken bone and first considered calling an ambulance or driving her daughter to the hospital. But because she knew Abi's injury needed medical attention quickly but was not life-threatening, Melissa decided to try her local medical centre.

'I just turned up because I knew they did walk-ins, and they told me about the new Penrith Medicare Urgent Care Clinic that recently opened on site. Before this, I hadn't heard of Medicare Urgent Care Clinics,' says Melissa.

'The Medicare Urgent Care Clinic receptionist was awesome. She gave me a wheelchair to get my daughter out of the car and into the clinic.

'We were triaged, seen by a GP, got an x-ray and back to the GP again to discuss the result in about 40 minutes!'

Melissa and Abi left the Medicare Urgent Care Clinic on foot, with Abi's ankle supported by a Controlled Ankle Motion (CAM) boot. The GP referred Abi for a follow up ultrasound and an appointment with her regular GP.

Thankfully Abi's injury turned out to be bone bruising rather than a break and she was back on her feet in a couple of weeks after some physiotherapy.

Melissa says she hopes Medicare Urgent Care Clinics will continue to free up emergency department staff to treat people with more critical health issues.

'Some people who might have chosen to go to the emergency department because they needed to see a GP out of hours now have another option for injuries that aren't life-threatening.

'Our visit was convenient and comfortable, staff were super friendly, and we were in and out quickly with no out-of-pocket costs. I would definitely recommend it to other families.'

