



# Patient case study

## Teresa



Teresa, 66, is Colombian and loves to spend time with her two sons who live in Homebush, New South Wales. She relies on them to translate between English and Spanish when she needs to communicate.

Teresa is an accountant by profession and is now retired. She enjoys reading, attending church and walking, and she loves to cook for her family.

"I really love spending time with family" says Teresa. "It's beautiful here and I can meet people through my church groups. I also like to cook for my sons – Colombian food of course!"

On the evening that Teresa had her accident, she was boarding a train and fell into the gap between the door and the edge of the platform.

"I just picked myself up and was about to jump on the train when I realised I was bleeding from a deep cut in my lower leg. I called my son and daughter-in-law to let them know."

After station medical staff examined and cleaned her injury, it became clear that Teresa needed to have her leg checked in case she needed stitches.

Her son called the Maroubra Medicare Urgent Care Clinic (UCC) to check if they were open in the evening and whether they could treat his mother.

After describing her injuries, Teresa was advised to come to the clinic. When she arrived, Teresa was seen by a nurse straight away and was asked to wait to see a GP. She received a tetanus booster and stitches under local anaesthetic.

"They were all so helpful and attentive. They communicated very clearly with my son so he could translate and tell me what was happening," says Teresa.

"There was an atmosphere of calm. I wasn't waiting long and the waiting area was very comfortable. Afterwards, I was so glad we went."

Based on her positive experience, Teresa says in the future she would choose a Medicare UCC over the hospital even if it was further away.

"I think having Medicare UCCs in Australia is very important. For anyone who lives near one, they are another option for accessing urgent health care after hours.

"If you're not sure whether your injury or illness is urgent, call a Medicare UCC, they can help you."

