



Patient case study

Delena Nguyen



Delena, aged 50, belongs to a close-knit Vietnamese family based in Sydney. In her day-to-day, she works in finance and has a small Vietnamese food business on the side. Delena enjoys getting coffee with her friends and playing badminton with her community.

Delena first learned about Medicare Urgent Care Clinics (Medicare UCCs) through her badminton club, when her friends mentioned they have visited Medicare UCCs to be treated for light sport injuries. She also saw TV advertisements for the clinics, so she knew that Medicare UCCs were across the country and open for extended hours.

One evening before dinner, Delena's niece cut her finger while slicing green mango. The wound was deep and bleeding heavily. Delena remembered that Medicare UCCs treated urgent but not life-threatening cases, so she searched on the Medicare UCC website and found the Fairfield clinic, only a 4-minute drive away.

When Delena and her niece arrived at the clinic, they were greeted by two nurses who recorded her niece's medical information and examined the injury.

As they arrived at a time when there were not many patients waiting, a doctor attended shortly after to conduct a full assessment. The doctor asked questions to check for other symptoms such as dizziness or possible nerve damage.

The wound was cleaned and assessed. The doctor said 4 to 5 stitches were needed, all of which could be done right there at the Medicare UCC. Fifteen minutes later, the treatment was completed.

'The staff were friendly and calm. They explained everything clearly, which helped my niece feel at ease.'

She recalls how quick and straightforward the process was:

'We didn't have to wait long at all; the whole visit took about 30 minutes¹. I was relieved that the doctor could stitch her up right there, instead of us having to go to the emergency department.'

Based on her positive experience, Delena says she would choose a Medicare UCC again in the future.

'Having Medicare Urgent Care Clinics as another option is very important. For families like mine, it means we can get urgent care quickly and close to home.'

1: Wait times may vary according to demand; patients are triaged and seen in order of clinical urgency.



To find your nearest Medicare Urgent Care Clinic, visit
health.gov.au/find-a-medicare-ucc