

TRISTAR MILDURA PATIENTS

Frequently Asked Questions

6 September 2022

This information has been compiled to assist former Tristar Medical Group patients locate information and support.

1	I need medical advice who can I contact?	A dedicated helpline has been established to help Mildura Tristar patients in the short term. From 4pm on Wednesday 7 September, Mildura Tristar patients can call the Mildura helpline on 1800 191 663 between 8am and 10pm, 7 days to receive advice.
2	How can I get a copy of my medical records	Family Doctor has set up a system for the transfer of medical records. Visit https://www.tristarmedicalgroup.com.au/ and follow the prompts.
3	How can I access after-hours services?	<p>If your local practice isn't open, you can call the healthdirect GP advice and support line on 1800 022 222, which is available to people who live in a country area from:</p> <ul style="list-style-type: none">• 6pm - 7.30am Monday to Friday• midday on Saturday• all day Sunday and on Public Holidays. <p>Mildura also has a Supercare Pharmacy:</p> <ul style="list-style-type: none">• Open 7am – 11pm, 7 days a week• Registered nurse on duty from 6-10pm• Ph: 03 5023 2383.• 114A -118 Langtree Avenue (Chemist Warehouse) <p>In an emergency call 000.</p>
4	How can I get a new script for my regular medication?	<p>Book an appointment with a doctor.</p> <p>If you have not been to the practice before, take an old script and medical history if you can. It is ideal to arrange to have medical records transferred before the first appointment. Many practices have a form you can collect and fill in, we suggest you ask about this at the time of booking.</p> <p>Some telehealth services can provide prescriptions.</p> <p>If you don't have a regular GP, you can find one using the National Health Services Directory: https://www.healthdirect.gov.au</p>
5	I have run out of medication; how can I get medication without a script?	<p>Arrangements have been put into place to allow patients to access certain medicines without a valid prescription.</p> <p>Speak to your local pharmacist who will inform you of the medications that you might be able to access without a script or with an expired script.</p>

<p>6</p>	<p>How can I get a copy of my test results?</p>	<p>Barratt and Smith pathology</p> <ul style="list-style-type: none"> • 10am-3pm; in person only. Photo ID, evidence of address and form completed. Evidence of power of attorney if you are a carer. • Ph: 03 5055 0400 • Website: Barratt and Smith Pathology - Langtree Ave Mildura - Walk Through healthdirect <p>My Health Record</p> <ul style="list-style-type: none"> • Results automatically upload from pathology providers who are connected to the My Health Record system seven days after the test completed. (Barratt and Smith pathology are connected to My Health Record). <p>Australian Clinical Labs</p> <ul style="list-style-type: none"> • Patients cannot receive results. Only referring organisations can receive the results. Clinical Labs staff cannot disclose any results to Department of Families Fairness and Housing clients, only to their case worker who must provide their individual team code for appropriate ID. <p>Austin Health (within Mildura Base Public Hospital)</p> <ul style="list-style-type: none"> • Pathology results will be sent to your requesting doctor, who will provide you with your results and discuss what your results may indicate. • If you would like a copy of your test results, please complete the Patient Request for Results Form (PDF) and give it to the collection staff when you are having your pathology test done. • Ph: 03 5022 3803 • Address: 216 Ontario Ave Mildura VIC 3500
<p>7</p>	<p>Are general practices taking on new patients?</p>	<p>At the moment, not many local general practices can accept new patients, however some are creating wait lists.</p> <p>As at 6 September, two practices have indicated that they have availability:</p> <p>Kure Medical Group</p> <ul style="list-style-type: none"> • Ph: 03 5021 1544 • E: Redcliffs@kuremg.com.au • Website: <i>not yet available</i> • 22 Jamieson Avenue, Red Cliffs <p>Family Doctor</p> <ul style="list-style-type: none"> • Bulk billing telehealth appointments available for former Tristar patients • Website: https://familydoctor.com.au/tristar-mildura-virtual-clinic/ • Ph: 03 7036 0438 <p>Patients in Robinvale:</p> <ul style="list-style-type: none"> • Royal Flying Doctors Service • Ph: 03 8412 0485

8	<p>How can I access mental health services?</p>	<p>Head to Health Victoria Mental Health Service (Any age)</p> <ul style="list-style-type: none"> • 8.30am-5pm Monday to Friday, except public holidays • Ph: 1800 595 212 • Head to Health hub is located in Mildura at Sunraysia Community Health Service, 137 Thirteenth Street, Mildura • Website: https://headtohealthvic.org.au/head-to-help/ <p>Silverline Health Care</p> <ul style="list-style-type: none"> • 8.30am-5.30pm, Monday to Friday • 153, Madden Avenue Mildura • Website: https://silverlinehealthcare.com.au/ • Ph: 03 5055 5000 <p>Headspace Mildura (12-25 year olds)</p> <ul style="list-style-type: none"> • 9-5pm Monday-Friday, except on Tuesdays when it is open until 7pm • Ph: 03 502 12400 • 2/125 Pine Avenue, Mildura, Victoria 3500 • Website: https://headspace.org.au/headspace-centres/mildura/ <p>Other 24/7 mental health supports available:</p> <ul style="list-style-type: none"> • Beyond Blue: 1300 22 4646 • Lifeline: 13 11 14 • Suicide Call Back Service: 1300 659 467 • MensLine: 1300 789 978 • KidsLine: 1800 551 800
9	<p>How can I make a complaint?</p>	<p>If you wish to discuss concerns or lodge a complaint, please contact Victorian Health Complaints Commissioner</p> <ul style="list-style-type: none"> • Ph: 1300 582 113 • Website: hcc.vic.gov.au