

Frequently Asked Questions

Noarlunga Hospital Community Emergency Department

The Noarlunga Hospital Community Emergency Department provides emergency care to the local community 24 hours a day, seven days a week, including assessing and treating adult and paediatric patients.

What type of care does the Noarlunga Hospital Community Emergency Department provide?

The Noarlunga Hospital Community Emergency Department provides urgent care, including mental health emergency care, to both adults and paediatric patients from the local community. Patients attending the Noarlunga Hospital Community Emergency Department will be assessed and treated by emergency clinicians, with the majority of patients being discharged home.

The Noarlunga Hospital Community Emergency Department is staffed with highly skilled emergency clinicians, nurse practitioners and emergency and mental health nurses, 24 hours a day, seven days a week.

As has always happened, patients presenting at Noarlunga Hospital who require ongoing care for complex and life-threatening injury and illness, like major trauma, heart attacks and strokes will be stabilised at Noarlunga before being transferred to another hospital, like Flinders Medical Centre.

Noarlunga Hospital has never had a cardiac catheter laboratory required to diagnose and treat patients who have a major heart attack. Even before the recent service changes, patients presenting there with a heart attack were stabilised and transferred to another hospital, such as Flinders Medical Centre, if they required admission. Similarly, Noarlunga Hospital has never admitted patients for specialist stroke care. The changes mean patients are taken to the right hospital the first time, reducing the need to transfer acutely ill patients between hospitals.

Patients who are transferred to another hospital to receive more appropriate care will not incur a cost for the transfer.

How do I know which hospital to go to in an emergency?

In a medical emergency, always call 000. Please do not self-present to a hospital or your local GP.

Ambulances are the safest way to be assessed, treated and transported directly to the right hospital for the patient's condition. Paramedics and ambulance officers are highly trained and can start advanced lifesaving treatment and stabilise your condition at any scene.

As happens now, unstable patients will be transported to the closest Emergency Department where appropriate clinical resources are available for the patient to be stabilised. Once stabilised, the patient will be transported to the most appropriate hospital for their ongoing care.

What will happen if I self-present to the Noarlunga Hospital Community Emergency Department?

If you present to Noarlunga Hospital Community Emergency Department, you will be assessed and treated by emergency clinicians.



What will happen if I need to be admitted to hospital following my assessment?

If you have a complex injury or illness, and are likely to be admitted, you will be stabilised before being transferred to another hospital, such as Flinders Medical Centre, for ongoing care.

If you need to be transferred to another public hospital to receive more appropriate care, you will not incur a cost for the transfer.

Will the Noarlunga Hospital Community Emergency Department treat children?

Yes, a dedicated space for children and their families has recently been created within the Noarlunga Hospital Community Emergency Department to help children feel more comfortable and there will be no change to the care currently provided to paediatric patients there.

If a child has a complex or major illness that requires admission or paediatric specialty care, they will be transferred to a major hospital for ongoing care.

If your child is very unwell, please call 000.

What are the Emergency Department's opening hours?

The Noarlunga Hospital Community Emergency Department will continue to provide emergency care to the local community, 24 hours a day, seven days a week.

What happens if I present to Noarlunga Hospital Community Emergency Department and require urgent but non-emergency medical care?

Patients presenting to the Noarlunga Hospital Community Emergency Department who require medical attention but can be safely treated in the community may be referred to the Medical Ambulatory Care Service (MACS), avoiding the need to be admitted to an acute hospital.

MACS is a rapid-access service, based at GP Plus Super Clinic Noarlunga (next door to Noarlunga Hospital), for adult patients who require non-emergency specialist care. Operated by doctors, MACS provides same-day assessment for acutely ill patients and assessment, via scheduled appointment, within 48 hours for stable patients.

The recently established MACS service is ensuring senior medical staff continue to be available for rapid care for patients who live near Noarlunga Hospital.

Depending on their condition, patients visiting the Noarlunga Hospital Community Emergency Department might also be referred to other rapid-access services based at Noarlunga Hospital or Flinders Medical Centre.

For more information:

To find out more, visit transforminghealth.sa.gov.au/noarlunga

Noarlunga Hospital telephone enquiries: **(08) 8384 9222**

For all emergencies phone **000**



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