

Victorian Supercare Pharmacies

For many people, access to medicines, first aid equipment and non-emergency health advice or treatment is required in the after-hours period when local doctors or other medical services may not be available. To provide increased access to pharmacy services the Victorian Government has recently introduced 24-hour Supercare Pharmacies.

Supercare Pharmacies are open 24 hours a day, seven days a week, with a private consulting room and free registered nursing service on site from 6 pm to 10 pm, everyday.

Where are the Supercare Pharmacies located?

The Supercare Pharmacies are located in the following areas:

- **Ascot Vale** - Ascot Vale Pharmacy, 67-69 Union Road, Ascot Vale, 9370 4146
- **Ballarat** - UFS Dispensaries, 717 Sturt Street, Ballarat, 5331 9811
- **Balwyn** - Balwyn Day and Night Pharmacy, 310-314 Whitehorse Rd, Balwyn, 9836 3245
- **Bendigo** - Bendigo UFS Pharmacies, Corner View and Barnard Streets, Bendigo, 5443 4610
- **Coburg** - Coburg Pharmacy 4 Less, 1 Louisa St, Coburg, 9386 6655
- **Craigieburn** - Chemist Discount Centre, 2A/340 Craigieburn Road, Craigieburn, 9308 4981
- **Cranbourne North** - Cranbourne North Chemist Warehouse, 180S William Thwaites Blvd, Cranbourne North, 8391 9509
- **Curlewis** - Curlewis Pharmacy 4 Less, 10-11/90 Centennial Blvd, Curlewis, 5251 6781
- **Hoppers Crossing** - Hoppers Crossing Chemist Warehouse, Shop 24-25, 428 Old Geelong Rd, Hoppers Crossing, 9931 0040
- **Keilor East** - Keilor East Chemist Warehouse, Lot 3 233 Milleara Rd, Keilor East, 9325 4660
- **Keysborough** - Parkmore Pharmacy 4 Less, Shop J01, 317 Cheltenham Rd, Keysborough, 9798 1936
- **Melbourne** - HealthSmart Pharmacy Victorian Comprehensive Cancer Centre, 311 Grattan St, Melbourne, 9045 9777
- **Melton** - Melton Chemist Warehouse, Unit 4 Melton Gateway, 66-84 High St, Melton, 9746 8733
- **Mildura** - Mildura Chemist Warehouse, 114A -118 Langtree Ave, Mildura, 5023 2383
- **Reservoir** - Reservoir Pharmacy 4 Less, Summerhill Shopping Centre, 27/850 Plenty Rd, Reservoir, 9471 0222
- **Ringwood** - Ringwood Chemist Warehouse, 131-133 Maroondah Hwy, Ringwood, 9870 5022
- **Shepparton** - Shepparton Chemist Warehouse, 425 Wyndham St, Shepparton, 5821 6000
- **Traralgon** - Traralgon Chemist Warehouse, 92 Franklin St, Traralgon, 5174 2003
- **Wantirna South** - Pharmacy@Knox, Shop 2081 Westfield Knox, 425 Burwood Hwy, Wantirna South, 9800 5199
- **Yarraville** - Carnovale Pharmacy, 149 Somerville Road, Yarraville, 9314 7557

Supercare Pharmacies overview

- Supercare Pharmacies are open 24 hours a day, seven days a week.
- A pharmacist is available at Supercare Pharmacies 24 hours a day, seven days a week.
- Supercare Pharmacies also include a private consulting room with a free nursing service between 6 pm and 10 pm every day for minor illness and injuries.

- Twenty Supercare Pharmacies are open across Victoria, with six located in regional areas.
- The Victorian Government is supporting existing local pharmacies and nursing services to provide these extra services.

What services are offered in a Supercare Pharmacy?

Supercare Pharmacies offer 24-hour access to a pharmacist for advice, supply of medicines and dispensing of prescriptions.

All Supercare Pharmacies stock standard palliative care medications.

A registered nurse is available for consultation every night between 6pm and 10pm. The nurse can provide:

- support and advice for minor illness and injury
- some immunisations, including for influenza and whooping cough
- health screening, assessment and advice for illness prevention, including blood pressure checks, blood sugar testing and weight management
- sexual health advice
- basic psychological wellbeing review
- referral information to a range of local health services.

What does a Supercare Pharmacy look like?

A Supercare Pharmacy still operates under the name and branding of the pharmacy selected to provide this extra service in your community. They are supported by the Government to open 24 hours, seven days a week and there is a dedicated private consulting room for the nurse to ensure privacy during your visit.

While the pharmacy still appears the same, there is signage to indicate it offers the services of a Supercare Pharmacy.

What kind of security is present at the pharmacies?

Each pharmacy has a security guard on site at night-time and, if the situation requires, appropriate emergency services will attend.

How do Supercare Pharmacies store and use my personal information?

Your privacy will be respected when you access the services of a Supercare Pharmacy. Pharmacists collect and store information about you and your medicines that is required by law. The nursing service also collects information that is needed to help in your treatment. This information is kept secure and in accordance with the law and Australia-wide privacy principles. Your health information will only be shared with your consent and for very specific purposes including with your usual doctor.

Is the nursing service free to consumers?

Yes. There is no consultation fee to see the nurse at a Supercare Pharmacy. Medical supplies used by the nurse during the consultation are free as well. Patients may choose to buy additional products from the pharmacy.

Do I need a Medicare card to access nursing services?

No. The service is available to all Victorians and visitors to the state.

What kind of patients do the nurses see?

Nurses are able to assess and treat anyone for minor health problems such as rashes, hayfever and insect bites, and treat minor burns, cuts and bruises. They will also be able to check blood pressure, give immunisations and offer lifestyle advice and health information.

How are patients prioritised?

Patients are seen on a first-come, first-seen basis. No appointment is necessary. If the person's condition needs a higher level of care, they are directed to a more suitable service.

Can I receive immunisations at the pharmacy?

Yes. Nurses are available to administer some immunisations, like whooping cough and influenza vaccinations. They are also able to administer immunisations prescribed by a doctor.

Do patients need to make appointments to see the nurse?

No. Patients are seen on a first-come, first-serve basis.

What happens if the nurse refers me to a GP?

In some cases, the most appropriate form of treatment may be available from a general practitioner. Nurses may suggest that you see your regular GP when the GP is available. The Supercare Pharmacy nurse may suggest local after-hours or other medical services. With your consent, the nurse will provide a written summary for your GP with details about why you attended the Supercare Pharmacy.

What if there is an emergency situation with a patient and it is 10pm – will the nurse stay late?

The nurse will stay until the patient's care can be taken over by another health professional, such as a paramedic.

Are translation services available in Supercare Pharmacies?

Both the pharmacy and nursing services have access to interpreter services.

Can I get prescriptions from the Supercare Pharmacy nurse?

The nurses available in a Supercare Pharmacies are not able to provide prescriptions. If medical review is required, nurses will suggest other appropriate health service providers.

How do I provide feedback or make a complaint?

As a healthcare consumer in Victoria, you have the right to safe and high-quality treatment and care. Letting the pharmacy or nursing service know when you have had a good experience helps them continue to provide good care. Telling them about things you feel could be improved or complaining about an aspect of care you were not happy with also helps them to monitor their levels of care and provides opportunities for improvement.

The first step is to let the service know about your experience or concerns. If this does not resolve the issue or you feel you can't approach them, you can email Supercare Pharmacies supercarepharmacies@dhhs.vic.gov.au or call 1300 041 801 between 9am and 5pm, Monday to Friday.

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