

Victorian Supercare Pharmacies

Victorian Supercare Pharmacies – English

OFFICIAL

A Victorian Supercare Pharmacy is supported by the Victorian Government to provide access to professional healthcare and advice.

A Supercare Pharmacy:

- Is open 24 hours a day, seven days a week, providing access to a pharmacist for advice, supply of medicines and dispensing of prescriptions.
- Includes a private consulting room with a free nursing service between 6 pm and 10 pm every day for minor illness and injuries.
- 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.
- Respects your privacy. Your health information will only be shared with your consent and for very specific purposes including with your usual doctor.
- Has access to interpreter services.
- Has a security guard on site at night-time and, if the situation requires, appropriate emergency services will attend.
- Stocks standard palliative care medications.

Nursing Service

- A registered nurse is available for consultation every night between 6pm and 10pm.
- 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.
- Nurses are available to administer some immunisations, like whooping cough and influenza vaccinations. They are also able to administer immunisations prescribed by a doctor.
- The nurses available in a Supercare Pharmacy are not able to provide prescriptions. If medical review is required, nurses will suggest other appropriate health service providers.
- 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.
- 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.
- You do not need a Medicare card. The service is available to all Victorians and visitors to the state.
- 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.

Locations

There are twenty Supercare Pharmacies are open across Victoria, with six located in regional 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

To receive this document in another format, phone 1300 650 172, using the National Relay Service 13 36 77 if required. Or email Primary, Community and Oral Health Unit, Supercare Pharmacies <supercarepharmacies@health.vic.gov.au>.

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

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