

Following the recent communication from the NWHHS regarding changes to the MPHS service in Julia Creek, Council coordinated a Stakeholder meeting to clarify the changes for our community. Following the meeting held today (Friday 20th November) we (the NWHHS, Julia Creek MPHS, Council and Julia Creek Medical Centre) have collaboratively developed this community message.

The Julia Creek Multi-Purpose Health Service (MPHS) has been down graded from a level 2 facility to a level 1 facility on a temporary basis due to difficulties staffing both nurses and a doctor (which is being experienced across Queensland). Our community can rest assured that health care will continue to be available 24/7 through the MPHS, with support from the Julia Creek Medical Centre and the Queensland Ambulance Service (QAS).

A note from the Director of Nursing Julia Creek MPHS:

The MPHS downgrade to a level 1 facility effective Monday 23rd November, is a temporary measure only, due to the difficulties in recruiting nurses and doctors in this extraordinary time (COVID-19). I want to assure you we are here for the community 24/7, to continue to provide a high standard of Emergency Care. Patients requiring inpatient care will be transferred to Cloncurry, Mount Isa or Townsville. We are all working towards restoring our level two status and bringing our aged care residents home. At this stage we expect that nursing workforce shortages will ease once border restrictions are lifted. We will continue to review our staffing and service capabilities on a monthly basis.

Changes at the MPHS (hospital) effective 8:00am Monday 23rd November 2020

- **Can I still present to the hospital?** Yes, you can present to the hospital Monday to Friday between 8am and 6pm when nursing staff will be onsite. For afterhours presentations, including weekends, nursing staff will be on call.
- **How do I present?** During the new opening hours of Monday to Friday (8am to 6pm) walk - in patients should present to the main reception, and nursing staff will attend to you. If you arrive outside of these hours, please call the Hospital on 07 4746 4000 and your call will go to the on call nurse. If you attend the Hospital (after hours) in person, present to the main entrance and look for the signs to press the red call button.
- **Can I still get bloods done at the Hospital?** Yes between 8am and 6pm. Unfortunately, fasting bloods cannot be done before 8am.
- **Can I still see a Doctor at the Hospital?** Yes a Doctor will be available in town two days per week, face to face. As always highly trained nursing staff will be available 24/7 to attend to all medical issues including emergencies, with support from Specialist Emergency Doctors via telehealth (TEMSU).

Changes at the Julia Creek Medical Centre

Can we still see a GP at the Julia Creek Medical Centre? Yes a GP will be available face to face two days per week. A nurse will be onsite three days per week as per usual. Reception will be onsite and available to contact five days per week - please call 07 4746 7159 to make appointments and clarify any questions.

Can I get prescriptions and access pathology services? Yes, please call the practice.

Does Julia Creek still have a community pharmacy? Yes

Please remember in all Emergent Situations **CALL 000**

If you have any further queries that this information hasn't answered feel free to call the Community Nurse, Nicole Morris on 0447 773 151 to guide you in accessing the services you require.