



**Friendly Society  
Private Hospital**

Leading Healthcare for the Wide Bay

# **Emergency**

## **DEPARTMENT**

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19-23 Bingera Street, Bundaberg Qld 4670

**ENTRANCE TO EMERGENCY DEPARTMENT**

**Via Woondooma Street, Main Entrance**

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**T 07 4331 1777**

**E [emergency@thefriendlies.org.au](mailto:emergency@thefriendlies.org.au)**

**[thefriendlies.org.au/emergency](http://thefriendlies.org.au/emergency)**



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# Emergency

## DEPARTMENT

When you have an emergency, you need a comprehensive healthcare facility that puts your mind at ease, every step of the way.

At The Friendlies Emergency Department you will be assured of fast access to vital healthcare services, in a welcoming environment.

The Friendlies Emergency Department is located just inside the Friendly Society Private Hospital entrance on Woondooma Street, Bundaberg.

It is easy to choose The Friendlies Emergency Department, as no appointment, referral or private health insurance is required.

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For our current opening hours, please visit our website  
**[thefriendlies.org.au/emergency](https://thefriendlies.org.au/emergency)**





## THE FRIENDLIES VIP CARD

The Friendlies has created a VIP Card to help patients make their choice of hospital known to other health professionals.

If you find yourself needing to be brought to hospital by the Queensland Ambulance Service, show this card to the staff treating you.

Dependant on your case, the Ambulance will bring you directly to The Friendlies for assessment and admission if required. Your paramedic will be the best healthcare professional to make this decision.



### Please Note:

This card is to help you make your choice of hospital known to others. It does not allow for quicker treatment or admission once you are here. All patients at the Friendly Society Private Hospital are treated in timeframes based on their care needs.

**For more information or to request a card, please visit [thefriendlies.org.au/vipcard](https://thefriendlies.org.au/vipcard)**

## OUR SERVICE

The Friendlies Emergency Department is run by experienced and compassionate staff who are trained in providing Emergency Care, and providing both adult and paediatric emergency services.

Our unit operates based on a Triage System, where a Triage nurse will prioritise care so the sickest patients are seen first.

Wait times are usually minimal, but patients are urged to see the Triage nurse if their symptoms get worse while they are waiting.

Once you have visited The Friendlies Emergency Department, we are able to send a discharge letter to your GP, so you can be assured of continuity of care.



## WE ARE SUPPORTING YOUR HEALTH

At The Friendlies we can help support your health with our onsite services including:

- » *Cardiac Cath Lab*
- » *Medical Imaging, including Nuclear, MRI, CT and PET technology*
- » *Pathology*
- » *Friendly Society Pharmacy*
- » *Friendlies Physiotherapy and Allied Health*
- » *Ability to refer you to over 40 specialists*

## WILL THERE BE A COST?

The Friendlies Emergency Department is a private emergency facility.

Patients will need to provide a valid Medicare card and will incur an out-of-pocket fee. Most patients can expect to pay a minimum of \$120.

A higher Emergency Department fee will need to be paid by patients without a Medicare card such as overseas visitors or those on a visa.

Radiology and Pathology providers may issue invoices to patients separately; however you may be eligible to claim some of these fees back from Medicare.

There will be no charge for DVA Gold Card holders or Worker's Compensation Insurance patients.

There is no out-of-pocket fee for review appointments, or if you present to emergency with the same condition within 7 days of your initial Emergency Department visit.

A Financial Consent Form is available at the Emergency Department Reception with more information.







## Emergency Department LOCATION

