

How to get medical help in Queenstown

Feeling unwell is never fun and can be a worrying and even frightening experience. Please know there are many places you can turn for the medical advice and support you need. Follow our simple flow chart below to find out which service is best for you.

Are you having an emergency?

(i.e., injuries or medical conditions that threaten life or limb)

YES

Go to the Emergency Department.

Anyone who is experiencing an emergency medical event that requires hospital-level care should immediately phone 111 for ambulance assistance or go to the Emergency Department. This includes mental health emergencies.

Address: Lucas Place, Frankton, Queenstown.

Queenstown Medical Centre (QMC)'s Urgent Care

Open 365 days a year for accident & acute medical services. No appointment needed.

Address: 9 Isle Street, Queenstown.

Phone: (03) 441 0500

Opening hours: Monday to Friday, 9am - 8pm with x-ray from 9am - 5pm. Weekends and public holidays 10am to 6pm including x-ray on Saturdays and Sundays from 1pm to 5pm between 1 July and 1 October 2023. Charges may apply. Visit www.qmc.co.nz for more information.

Do you need emergency Mental Health services?

YES OR

If you need mental health support urgently, you can call **Emergency Psychiatric Services:** at any time on 0800 467 846

NO, not yet or minor injuries

Call Healthline: 0800 611 116

Healthline is always good place to start if you're unsure of your symptoms and generally feel unwell. Healthline is a free telephone health advice service available through New Zealand at any time of the day or night. Get free, confidential health advice from a registered nurse.

OR

Book in to see your GP or after hours doctor

If you can wait to be seen, please contact your GP or after hours doctor. If you are unwell at night or on a weekend, contact the local after hours doctor service:

Queenstown Medical Centre Urgent Care:

Address: 9 Isle Street, phone: 03 441 0500.

Please note: Children must be enrolled with a GP to be eligible for zero-fee visits with a doctor or nurse.

Looking for a GP?

Call 0800 478 256 for help enrolling with a GP.

OR

Seek advice from your community pharmacist

Mental Health?

Call your GP

Mental health support is available from your GP, who can refer you to other services if needed.

Lifeline: 0800 543 354

Youthline: 0800 376 633 or free txt 234

or email talk@youthline.co.nz

Suicide Prevention Hotline: 0508 828 865

Need to talk? Free call or text 1737 any time for support from a trained counsellor

Please remember:

Keep the Emergency Departments for emergencies.

Emergency Departments are busy places and patients are treated on a need's basis. Emergencies and severe illnesses will take priority over more minor conditions. Sometimes this can mean waiting times of several hours, depending on the seriousness of your condition. If you have symptoms of COVID-19, please get tested. If you have a musculoskeletal issue, please contact a local physiotherapist.