

Contacts directory

Type of enquiry	Contact
<ul style="list-style-type: none"> ▪ Medical emergency ▪ Ambulance required 	<p>Dial 000 for urgent medical assistance</p>
<ul style="list-style-type: none"> ▪ Medical emergency (attend the Emergency Department in person) <p>Please note: you may live closer to another hospital that is not part of Monash Health's catchment. Please attend the hospital nearest to you in the case of an emergency.</p>	<p>Monash Medical Centre 246 Clayton Road, Clayton VIC 3168 Phone: (03) 9594 6666</p> <p>Dandenong Hospital 135 David Street, Dandenong VIC 3175 Phone: (03) 9554 1000</p> <p>Casey Hospital 62-70 Kangan Drive, Berwick VIC 3806 Phone: (03) 8768 1200</p>
<ul style="list-style-type: none"> ▪ General medical enquiries of an urgent nature (including out of hours) 	<p>Contact the Monash Health Nurse-on-call Phone: 1300 60 60 24</p>
<ul style="list-style-type: none"> ▪ Mental health crisis 	<p>If the situation is urgent and you're concerned that you or someone you know is in immediate danger, do not leave the person alone unless you are concerned for your own safety.</p> <p>Call the person's doctor, a mental health crisis service or dial 000 and say that the person's life is at risk. If the person agrees, you could attend together your local hospital's emergency department for assessment.</p> <p>You can also contact Beyond Blue (1300 22 4636) 24 hours a day, 7 days a week.</p>
<ul style="list-style-type: none"> ▪ Compliments, complaints and feedback 	<p>Submit via our Concerns, Compliments and Comments submission form</p>
<ul style="list-style-type: none"> ▪ Translation services 	<p>Contact the interpreter service:</p> <ul style="list-style-type: none"> ▪ Phone: (03) 9594 2374 ▪ Fax: (03) 9594 6086
<ul style="list-style-type: none"> ▪ Media enquiries 	<p>Contact our 24 hour media hotline</p> <ul style="list-style-type: none"> • Phone: (03) 9594 7722 <p><i>Please note this hotline is for media enquiries only.</i></p>
<ul style="list-style-type: none"> ▪ Make a donation 	<p>Contact the Monash Health Foundation:</p> <ul style="list-style-type: none"> ▪ Phone: (03) 9594 2700 ▪ Email: foundation@monashhealth.org
<ul style="list-style-type: none"> ▪ Become a volunteer 	<p>Contact the Volunteer Services Coordinator. For Kingston, Casey and Moorabbin, phone 9265 1099. For Clayton, phone 9594 6373.</p>
<ul style="list-style-type: none"> ▪ Contact a specific Monash Health staff member ▪ Obtain a medical certificate for when you attended a Monash Health Emergency Department. 	<p>Call switchboard:</p> <ul style="list-style-type: none"> ▪ Monash Medical Centre: (03) 9594 6666 ▪ Moorabbin Hospital: (03) 9928 8111 ▪ Dandenong Hospital: (03) 9554 1000 ▪ Casey Hospital: (03) 8768 1200 ▪ Kingston Centre: (03) 9265 1000

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<ul style="list-style-type: none"> Monash Health careers Job placements International students International health professionals Work placements 	<ul style="list-style-type: none"> Find out more about employment opportunities at Monash Health: Monash Health Careers Search and apply for a position online: Monash Health eRecruit
<ul style="list-style-type: none"> Make a booking to see a specialist Require non-emergency medical treatment Change an appointment Make an appointment Enquire about a waiting list Surgery bookings 	<p>Contact your local General Practitioner (GP) for advice. To be seen by any of our specialists you need a referral from your GP. The referral document they provide will need to be produced at your appointment.</p> <p>To book an appointment, contact Specialist Consulting (outpatients):</p> <ul style="list-style-type: none"> Phone: 1300 3 iCARE (1300 342 273) Fax: 959 iCARE (03 9594 2273) Opening hours: Monday to Friday, 8am-4.30pm <p>Please refer to our Outpatient services page for more information.</p>
<ul style="list-style-type: none"> Maternity bookings and enquiries Pregnancy advice and support 	<p>Visit the Monash Women's website.</p>
<ul style="list-style-type: none"> Freedom of Information requests, eg. obtaining your medical records 	<p>Follow the procedure outlined on the Access my records page.</p>
<ul style="list-style-type: none"> Freedom of Information requests from solicitors, individuals, next of kin, TAC, media Clinical information requests from health/life insurance companies, Workcover Medical report requests 	<p>Contact our Freedom of Information Unit Opening hours: Monday to Friday, 8.30am–4.30pm</p> <ul style="list-style-type: none"> Phone: (03) 9594 2123 HISFOI@monashhealth.org Fax: (03) 9594 2106 <p>Freedom of Information Unit C/o Health Information Services Level 1 Monash Medical Centre Locked Bag 29 Clayton South VIC 3169</p>
<ul style="list-style-type: none"> GP/hospital/healthcare provider requests Coroners Court requests Subpoenas/summons for the production of clinical records Police requests, statements and warrants DHHS Child Protection requests AHPRA requests Health Services Commissioner requests External research requests Other miscellaneous requests including; time of birth, Ambulance Victoria, Victorian Institute of Forensic Medicine, Victorian Ambulance Cardiac Arrest Register, Victorian Audit of Surgical Mortality etc. 	<p>Contact our Release of Information Unit Opening hours: Monday to Friday, 8.30am–4.30pm</p> <ul style="list-style-type: none"> Phone: (03) 9594 2112 Email: health.info@monashhealth.org Fax: (03) 9594 6227 <p>Release of Information Unit C/o Health Information Services Level 1 Monash Medical Centre Locked Bag 29 Clayton South VIC 3169</p>