

Welcome to Total Veteran Healthcare



Everything You Need To Know *To Start Your Healthcare Journey.*

What Happens Now?

Once you have completed your health assessment, your Total Veteran Healthcare GP will confirm your new care plan via telehealth appointment. Once your care plan has been confirmed, your medical services will commence and referrals can be issued.

When Can I Start Booking My Medical Services?

As soon as your care plan is approved after your health assessment, you will receive a call prompting you to book your first appointment with each of the service providers in your care plan.

Do You Offer Telehealth?

Where clinically appropriate and accepted by DVA legislation, we offer telehealth appointments. Simply call 07 3523 3991 and request a telehealth consultation when booking your appointment.

Which Appointments Cannot Be Telehealth?

Appointments must be face-to-face where your doctor or care team feel it is clinically appropriate. This can include appointments where your doctor needs to complete a physical examination. For patients who are on Coordinated Veteran Care plans (CVCs), initial health assessments and 90-day service review and service renewals must be face-to-face, as required by the Department of Veteran Affairs as of July 2025.

What About Face-to-Face Appointments?

We provide high quality health care from our clinics in Bowen Hills and Stafford in Brisbane, and Cairns. We also provide in-home Nursing for CVC health assessments. Other face-to-face appointments will be located at the clinic locations of your personalised care team.

Do All Your Staff Understand Military Service?

Yes. All Total Veteran Healthcare staff attend regular professional development on the complexities of a career in the ADF, including the challenges of transition. A number of our employees are Veterans themselves, or have a family history of service.

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What Services Does Total Veteran Healthcare Offer?

We provide a large spectrum of services across General Practice, Allied Health and Specialist care. As specialists in Veteran Health, we deliver high quality care across Pain Management, Mental Health Care, Veteran General Practice, and Life After Service support.

Do You Assist With DVA Claims?

We can connect you to vetted, proven and trusted DVA Claim advocates to support you through your DVA Claim process. Our clinicians also specialise in the DVA Claim process, and can provide support and guidance throughout the diagnostics, assessment and medico-legal aspects of your submission, assisting your chosen advocate.

Can I Access Psychiatric Treatment With Total Veteran Healthcare?

Yes. We have in-house psychiatry services that specialise in PTSD, MDD, anxiety, ADHD and other conditions. Where clinically appropriate, we also provide escalation treatments including TMS and Medication Assisted Psychotherapy. To learn more about these services and if they are appropriate for you, contact your Total Veteran Healthcare GP on 07 3523 3991.

Where Is Total Veteran Healthcare?

Total Veteran Healthcare is located at 16 Thompson Street, Bowen Hills, Brisbane, within the Bowen Hills Medical Specialist Centre. Our other clinics include the Total Veteran Healthcare Outposts, located in the RSL QLD Veteran & Family Wellbeing Centre Brisbane, and the One Health Medical Clinic in Cairns.

Important Phone Numbers

Total Veteran Healthcare

07 3523 3991 | 9am – 5pm Monday to Friday

National Home Doctor Service (Non-urgent after hours doctor service)

137 425 | 6pm-8am Monday to Friday, from 12pm Saturday, all day Sunday and public holidays

Wounded Heroes Crisis Support Hotline 24/7

1300 532 112 | 24/7, 365 days a year

Department Of Veterans Affairs

1800 838 372 | 8am – 5pm Monday to Friday

Learn more about Total Veteran Healthcare services at our website and follow us online for the latest news and updates.



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