

Choosing the right care



Self-care

Many illnesses and symptoms can be treated at home. Keep a well-stocked first-aid kit for minor injuries.



Pharmacy

Pharmacists are qualified to give advice about medicines and health, to fill prescriptions and more.



healthdirect

The free healthdirect helpline (1800 022 222) offers 24/7 health advice from registered nurses.



GP (doctor)

Your general practitioner (GP) can help you manage your long-term health and wellbeing.



Emergency (000)

In an emergency, call for an ambulance on **triple zero (000)** or go to your nearest hospital emergency department.

For health advice 24 hours a day, call **1800 022 222** or visit **healthdirect.gov.au**

If you need assistance in another language, call **131 450**

How to contact healthdirect

1800 022 222

healthdirect.gov.au



@Healthdirect

@healthdirectaus

@healthdirectAU

healthdirect
Australia

healthdirect

What care do I need?



How to find the right health service at the right time

There are many types of healthcare services and information sources in Australia. It's helpful to know how to find the right help, at the right time.



Online health information

You might 'just Google it' when you have a health question. But you should look for information from reputable sources, such as government websites and not-for-profit organisations. Always talk to your doctor too.

Healthdirect Australia is a government-funded health advice and information service. It offers safe and relevant information and tools that you can trust. Visit [healthdirect.gov.au](https://www.healthdirect.gov.au).



Calling the healthdirect helpline

If you or a family member have a health concern and don't know what to do, call the free healthdirect helpline on **1800 022 222** to speak to a registered nurse (24 hours a day, 7 days a week).



Seeing your GP

A general practitioner (GP) is a doctor and usually the first person you see if you have a health concern. Your GP will manage your care and may refer you to specialists or other health professionals.



Visiting your pharmacist

Pharmacists are health professionals who can advise on medicines and your health. See your pharmacist for minor illnesses or injuries.

If your doctor gives you a prescription (or, 'script') for medicine, you can collect the medicine from a pharmacist.

Pharmacists also sell over-the-counter medicines and offer health checks and some vaccinations.



Calling an ambulance

If your injury or illness is serious and urgent, call **triple zero (000)**. If this doesn't work on your mobile, try '112'.



Hospital emergency departments

Open 24 hours a day, hospital emergency departments treat people who have serious and urgent illnesses or injuries. If you have a minor illness or injury, it's better to see your GP or pharmacist.



healthdirect Service Finder

Search for a health service, pharmacy or the name of a medical professional near you. Find out if they bulk bill or are open right now. Book appointments.



healthdirect Symptom Checker

Find out when to seek urgent medical help, when to see a doctor and how to care for yourself at home.

Go to [healthdirect.gov.au](https://www.healthdirect.gov.au) or download **healthdirect** in your mobile app store.

GP after-hours services

After-hours services provide care if you need it after your GP or pharmacist has closed. You can call the healthdirect helpline and a registered nurse will assess you. They may offer you a call back from a GP, or help you find local after-hours services. Call **1800 022 222**.

Need an interpreter?

If English is not your preferred language, speak to an interpreter at TIS National (Translating and Interpreting Service), a free service. Call **131 450**, 24 hours a day, 7 days a week.

If it's an emergency, call **triple zero (000)** first. The operator will call TIS National and connect you to an interpreter.

Your doctor, pharmacist or hospital can also arrange an interpreter for you.

