



FOR HEALTHCARE WORKERS

Free, around-the-clock health advice for your patients

What is 1800MEDICARE?

1800MEDICARE is a free, 24/7 health advice service. It's there for non-emergency health questions, whenever they come up. Your patients can reach it three ways:

- phone (FREECALL **1800 633 422**)
- online at [medicare.gov.au/1800](https://www.medicare.gov.au/1800)
- through the **1800MEDICARE app**

1800MEDICARE is open to everyone in Australia, with no Medicare card needed.

Every call is answered by a registered nurse, many with backgrounds in emergency, primary care or acute settings. The nurse listens, asks about symptoms, and uses tested clinical tools to help work out what kind of care the patient needs next.

That might be self-care at home, a GP, a Medicare Urgent Care Clinic, a pharmacy, a local health service, or an emergency department.

After hours (6pm–8am weekdays, and all weekend), eligible patients may also be offered a free telehealth consultation with a GP. The GPs on the line are all RACGP Fellows. It's a useful safety net when no other GP appointment is available in time.

The 1800MEDICARE website and app give patients more ways to get help including a symptom checker, medicines information, and a service finder. The app is also a secure way to view key information from My Health Record, see electronic prescriptions, and check an Active Script List. And there's a one-tap call straight through to the nurse line.

1800 *medicare*

 **1800 633 422**



Australian Government

Why 1800MEDICARE matters for your First Nations patients

Every part of it is FREE. The call, the advice, the website, the app. No Medicare card, no referral needed. For patients who've held off seeking help because of cost, this opens up access to care. The only thing that may cost is the service the nurse recommends (like a GP), depending on where patients go.

It's always open. 24/7, including after hours, weekends and public holidays. This is especially good for patients in regional and remote communities, and any time the local health service is closed.

A real nurse on the other end. Every call is answered by a registered nurse, not a call-centre. They take the time to listen and meet your patient's needs.

It sits alongside, not in place of First Nations health care.

1800MEDICARE doesn't take the place of existing health care services such as ACCHOs, Aboriginal and Torres Strait Islander Health Workers and Liaison Officers. It sits alongside them and is one more option for your patient, not a replacement for any of it.

Private and confidential. What's shared with the nurse stays between them and the patient, with the same professional standards of care you'd expect from any health service.

Ask **1800** *medicare*



1800 633 422



or connect via the app



For more information visit

www.medicare.gov.au/1800

In an emergency, always call Triple Zero (000) or go straight to the closest emergency department.