



1800MEDICARE

Free 24/7 health advice and connection to the right care for your patients.

Information for health professionals

Call **1800MEDICARE (1800 633 422)**, visit www.medicare.gov.au/1800 or connect via **1800MEDICARE app**.

What is 1800MEDICARE?

1800MEDICARE is a free, 24/7 government-funded service for non-emergency health advice which can be accessed via phone (1800 633 422), website and phone app.

1800MEDICARE is available to everyone in Australia. No Medicare card is required.

You or your patients can access 1800MEDICARE by calling 1800 633 422. Every call is answered by a registered nurse with clinical experience (many from emergency, primary care, or acute settings).

Nurses use validated clinical decision-support tools within a rigorous and established clinical governance framework to assess symptoms, provide evidence-based advice, and direct patients to the most appropriate level of care, whether that's getting help from a GP, Medicare Urgent Care Clinic, pharmacy, a local health service, or emergency department.

1800 *medicare*

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medicare.gov.au/1800

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After-hours (6pm-8am Monday to Friday and all weekend), eligible patients may also be offered a free telehealth consultation with a GP (who are all RACGP Fellows). These consultations provide a safety net when no other GP appointment is available in a clinically appropriate timeframe.

Patients can also access 1800MEDICARE through the website and mobile app, which provide expert health information and digital tools such as a symptom checker and medicines information.

The 1800MEDICARE app is a secure and convenient way for your patients to view key health information that they, their healthcare providers or representatives have uploaded to My Health Record, and access electronic prescriptions and their Active Script List.

More information

To learn more about 1800MEDICARE, and find support that suits your patient:

- go to medicare.gov.au/1800
- call 1800MEDICARE on 1800 633 422
- download the 1800MEDICARE App

In an emergency, always call Triple Zero (000).