



Australian Government

Department of Health,  
Disability and Ageing

1800

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# 1800MEDICARE stakeholder information kit

May 2026

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# Background

1800MEDICARE is a key Australian Government initiative under the Strengthening Medicare agenda, designed to simplify access to care and improve equity by providing free, nationwide health advice and service navigation.

1800MEDICARE supports people to access the right care at the right time, while helping to reduce pressure on emergency departments and complement existing primary and urgent care services.

Anyone in Australia can speak to a registered nurse by calling 1800MEDICARE (1800 633 422), or by accessing the phone line through the 1800MEDICARE website ([medicare.gov.au/1800](https://www.medicare.gov.au/1800)) or [app](#).

The service builds on and expands existing Healthdirect Australia services, enabling a Medicare-branded entry point that provides a consistent experience for people across Australia, regardless of location. No Medicare card is needed to access 1800MEDICARE.

More information about 1800MEDICARE is available at [medicare.gov.au/1800](https://www.medicare.gov.au/1800)

## About this stakeholder kit

This kit contains information and resources on 1800MEDICARE from the Australian Government Department of Health, Disability and Ageing.

You can further distribute these resources to your members, patients, clients, staff, networks and/or local communities, to raise awareness of 1800MEDICARE, and how to use the service.

The kit contains:

- Resources
- Service descriptions and key messages
- Newsletter article/website content

## Contact

If you have any questions or enquiries about this kit, you can email the Department of Health, Disability and Ageing: [1800MEDICARE@health.gov.au](mailto:1800MEDICARE@health.gov.au).

# Resources

Resource title	Description	Link
<b>Posters</b>	Posters about 1800MEDICARE	<a href="#">Poster resources</a>
<b>Consumer fact sheet</b>	A fact sheet about 1800MEDICARE to support consumers	<a href="#">Fact sheet - consumer</a>
<b>Fact sheet for health professionals</b>	A fact sheet about 1800MEDICARE to support health professionals	<a href="#">Fact sheet - Health professionals</a>
<b>1800MEDICARE app fact sheet</b>	A fact sheet about 1800MEDICARE app	<a href="#">Fact sheet - 1800MEDICARE app</a>
<b>1800MEDICARE social media content</b>	1800MEDICARE social media assets	<a href="#">Social media resources</a>

# 1800MEDICARE service description

The following short and long descriptions can be used to describe and promote 1800MEDICARE services on websites, in directories or other communication resources.

## Long form

1800MEDICARE is a free, national service that gives people 24/7 health advice wherever they are in Australia. People can speak to a registered nurse by calling 1800MEDICARE (1800 633 422) directly, or by accessing the phone line through the 1800MEDICARE website or app.

The 1800MEDICARE website ([medicare.gov.au/1800](https://www.medicare.gov.au/1800)) and [app](#) provide a simple way to access trusted health information, easy to use tools such as a symptom checker, and medicines information. The app also has features like electronic prescriptions and Active script lists. Together, these channels support people accessing health information and advice in a way that suits their specific needs.

For emergencies, call Triple Zero (000).

## Short form

1800MEDICARE is a free 24/7 service where you can speak to a registered nurse about any health concern. You can call 1800MEDICARE, visit [medicare.gov.au/1800](https://www.medicare.gov.au/1800) or download the new 1800MEDICARE app to access trusted health information and advice.

## Newsletter/website

These articles can be published in your newsletters or on your website.

### **Health professional focused:**

### **1800MEDICARE – supporting patients to the right care, 24/7**

1800MEDICARE is a free, national 24/7 health advice service that supports consumers to access the right care when and where they need it. By calling 1800 633 422, patients can speak with a registered nurse who will listen to concerns and assess symptoms using validated clinical decision-support tools and provide evidence-based advice.

Depending on the presentation, callers may be guided to:

- self-care
- a pharmacy
- their regular GP
- a Medicare Urgent Care Clinic
- a virtual care option, or
- emergency services where required.

After hours, some patients may be offered a free GP telehealth consultation if clinically appropriate.

Patients can also access 1800MEDICARE through the website and app. Both options provide clinically verified health information and digital tools such as a symptom checker and medicines information. The app also supports electronic prescriptions and access to an Active Script List. These channels can help patients understand their options and connect with the most appropriate care.

1800MEDICARE provides a simple and easy to use pathway for patients who are unsure about symptom severity, have difficulty accessing timely care, or need guidance at any time of the day across Australia.

The service operates under a rigorous and established clinical governance framework and supports continuity of care by encouraging follow-up with a patient's usual health provider.

**Consumer focused:**

## **1800MEDICARE is a free phone and digital service for trusted health advice and connection to care – anytime, anywhere.**

You can now get free health information and expert advice anywhere in Australia, 24 hours a day, 7 days a week, by calling 1800MEDICARE (1800 633 422).

You can also visit [medicare.gov.au/1800](https://www.medicare.gov.au/1800) or download the 1800MEDICARE [app](#).

1800MEDICARE is a free national service that provides health advice 24 hours a day, 7 days a week. Anyone across Australia can speak to a registered nurse by calling 1800MEDICARE on 1800 633 422.

Whether you're feeling unwell, caring for someone else, worried about your health or unsure what to do, the 1800MEDICARE registered nurses will listen, explain things clearly and guide you to the right care. They can provide you with health information and help you find services in your area. If you are injured or unwell, they will help you to understand whether your condition needs extra attention from health services like a GP, care at a Medicare Urgent Care Clinic or the emergency department or can be managed safely at home. If further advice and referral is required, the registered nurses may arrange a call-back with a GP or connect you with other health services such as Medicare Urgent Care Clinics or pharmacists.

If you are eligible for a call back from a 1800MEDICARE GP, the GP will be able to provide additional advice or write you an electronic prescription if you need one. The GP can also send a summary after the call to your regular GP, to help with your ongoing care.

In addition to telephone access, you can connect with 1800MEDICARE through digital channels and online content. The 1800MEDICARE website ([medicare.gov.au/1800](https://www.medicare.gov.au/1800)) brings together reliable information, services, and resources to make it easier to connect with the care that fits your needs. This includes clinically verified health information and easy to use tools, including a symptom checker, service finder and medicines information, and information on other Medicare health services. The 1800MEDICARE [app](#) is a secure and convenient way to view key health information and gives you access to electronic prescriptions and your Active Script List.

These channels can help you understand your options and connect with the most appropriate care 24/7.