

## Step-by-step guide when you call 1800MEDICARE

1800MEDICARE is a free 24/7 health service for everyone in Australia. Call 1800 633 422 to speak with a registered nurse for expert health advice and help finding the right care. You can also visit the website at [medicare.gov.au/1800](https://www.medicare.gov.au/1800) or use the [mobile app](#) to access the service and even more health information.

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

### STEP 1 – Feeling unwell or need health advice quickly?



Not sure what to do



My usual doctor is closed



Not feeling well



I don't know where to go

### STEP 2 – Call 1800MEDICARE (1800 633 422)

You can call for:



Yourself



Your child



A family member



Someone you care for

### STEP 3 – The nurse will guide you to the right care, which could include:



#### Care at home

You may be advised how to safely manage your symptoms at home.



#### Visit a GP

You may be referred to a GP or health clinic. The nurse may also get you a virtual GP appointment depending on the time of day and your situation.



#### Pharmacy

You may be directed to a pharmacy for advice or treatment.



#### Urgent or emergency care

If needed, you may be advised to visit a Medicare Urgent Care Clinic or emergency department.

#### Need assistance in your language?

Call TIS National on **131 450**

Ask for your language

Ask for an interpreter\*

\*Interpreter support is free

Ask to be connected to 1800MEDICARE or **1800 633 422**.

### More information

To learn more about 1800MEDICARE and find the right care at the right time:



call 1800MEDICARE on **1800 633 422**



go to [medicare.gov.au/1800-translated-resources](https://www.medicare.gov.au/1800-translated-resources)



download the [1800MEDICARE app](#)



scan for more information