



1800MEDICARE

Free health advice any time

Easy Read version



1800 ***medicare***

 **1800 633 422**

How to use this document



Australian Government

**Department of Health,
Disability and Ageing**

We are Australian Government Department of Health, Disability and Ageing.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 12.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

www.medicare.gov.au/1800

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What is 1800MEDICARE?

1800MEDICARE is a free service for:



- connecting you to the right health care



- health advice that isn't for an **emergency**.

An emergency is a dangerous situation when people need help straight away to stay safe.

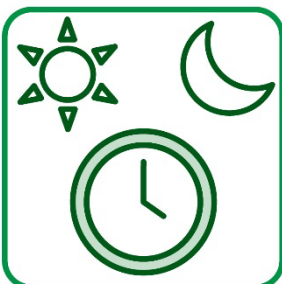


It has:

- a phone line
- a website
- an app.



Everyone in Australia can use 1800MEDICARE.



You can use 1800MEDICARE at any time of day or night.

Call the phone line



Anyone in Australia can call the
1800MEDICARE phone line for free.

1800 633 422



You can call if you:

- have questions about health
- need help if you are unwell or injured.

You can call for:



- yourself



- someone you care for – like a child
or older person.



You will speak to a nurse when you call.

The nurse will:



- ask about your **symptoms** – signs that you might be sick



- help you to get the right care.



For example, the nurse might talk to you about how to:

- look after yourself at home
- get help from a health service near you.



In an emergency you should always call Triple Zero.

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Visit the website



You can visit the 1800MEDICARE website.

www.medicare.gov.au/1800

On the website you can:



- find the number for the phone line



- check your symptoms



- find health services near you.

You can also use the website to:



- look up information about medicines



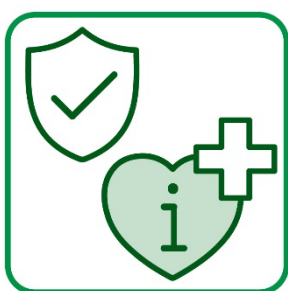
- find more information about other Medicare services.

Use the app



You can download the 1800MEDICARE app from:

- the App Store
- Google Play.



The 1800MEDICARE app is a safe and easy way to see:

- important health information
- get advice you can trust.

This includes information:

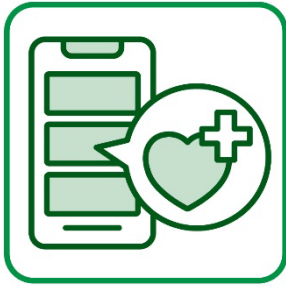


- you have put into the app



- your healthcare **providers** have put into your My Health Record.

Providers support people by delivering a service.



You can see health information from your My Health Record in the app.



The 1800MEDICARE app works together with the phone line.



It makes it easier for you to find health advice and information.



You can visit our website for support to set up the app.

www.digitalhealth.gov.au/1800MEDICAREapp

Contact us



You can call 1800MEDICARE to learn more.

1800 633 422



If you speak a language other than English, you can contact the Translating and Interpreting Service (TIS National).

131 450



You can visit the 1800MEDICARE website.

www.medicare.gov.au/1800



In an emergency you should always call Triple Zero.

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Word list

This list explains what the **bold** words in this document mean.



Emergency

An emergency is a dangerous situation when people need help straight away to stay safe.



Providers

Providers support people by delivering a service.



Symptoms

Symptoms are signs that you might be sick.



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