

*Your 24-hour
health advice
line.*

healthdirect
AUSTRALIA
1800 022 222

How *healthdirect* can help

- Are your symptoms serious or nothing to worry about?
- Your baby won't stop crying – what can be wrong?
- You're away from home and you need to find a doctor.
- You need to know more about managing diabetes, asthma or another health condition.

Calls from landline phones are free; mobile charges may apply.
A joint initiative of the Australian Government and
the governments of the ACT, NSW, NT, SA and WA.

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What is *healthdirect* Australia?

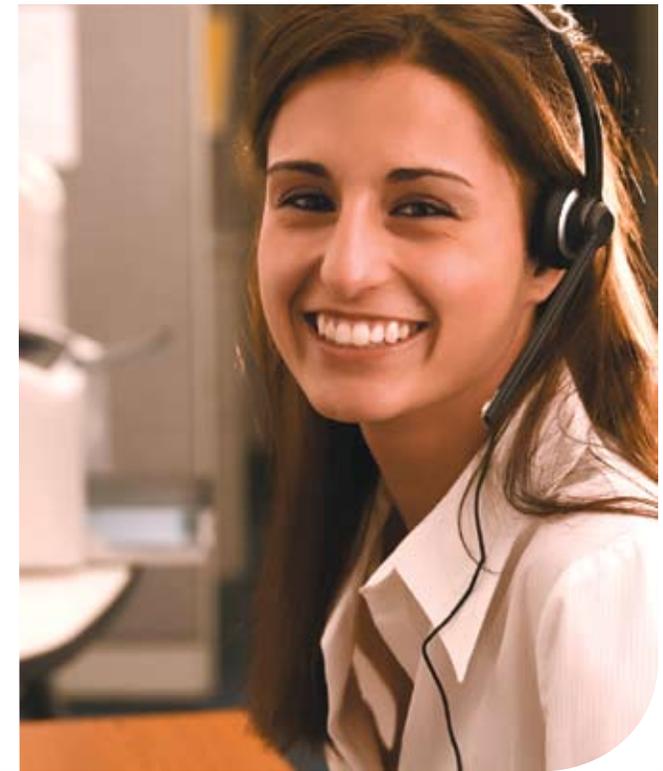
We all feel better when we know what to do. That's the idea behind *healthdirect's* health advice line: fast and simple expert advice about any health issue and what to do next.

Every time you call *healthdirect* you'll talk directly with a Registered Nurse. We provide a 24-hour service you can use any time you are anxious about any health issue. We can also help with general health information and direct you to local health services. Calls from landline phones are free; mobile charges may apply.

Anywhere, any time

The *healthdirect* service is not meant to replace your doctor or the 000 emergency number and does not provide a diagnosis. It's there to back you up if you're not sure what to do or can't decide whether your health problem is an emergency. *healthdirect* is an additional source of health advice that is always available to anyone: all you need is the phone. Here's what we do:

- We assess your needs and work out how urgent and serious the situation is.
- We provide information and advice and will recommend what to do next.
- We can give you information on the location and availability of all health services.
- Where necessary, we will provide first aid advice to help you handle the situation until help arrives.
- If necessary, we will connect you to the appropriate emergency service.



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Health information and directory

If you need to know where to find a late-night pharmacy, an after-hours clinic or other health services in your area, we can help. Our nurses have a database in front of them and can quickly access listings of the health professionals you need. They can also help with information about health conditions and managing your health on an ongoing basis.

Who's at the end of the line?

When you call *healthdirect* you will speak directly with specially trained Registered Nurses. They follow a set of procedures developed by a team of health professionals and can connect you to an emergency service if necessary. To make sure you receive the best advice, medical professionals monitor our service to maintain the highest quality at all times.

Who's behind *healthdirect*?

healthdirect Australia is a joint initiative of the Australian Government and the governments of the ACT, NSW, NT, SA and WA. It provides Australians with an efficient and expert source of health-related information and advice.

