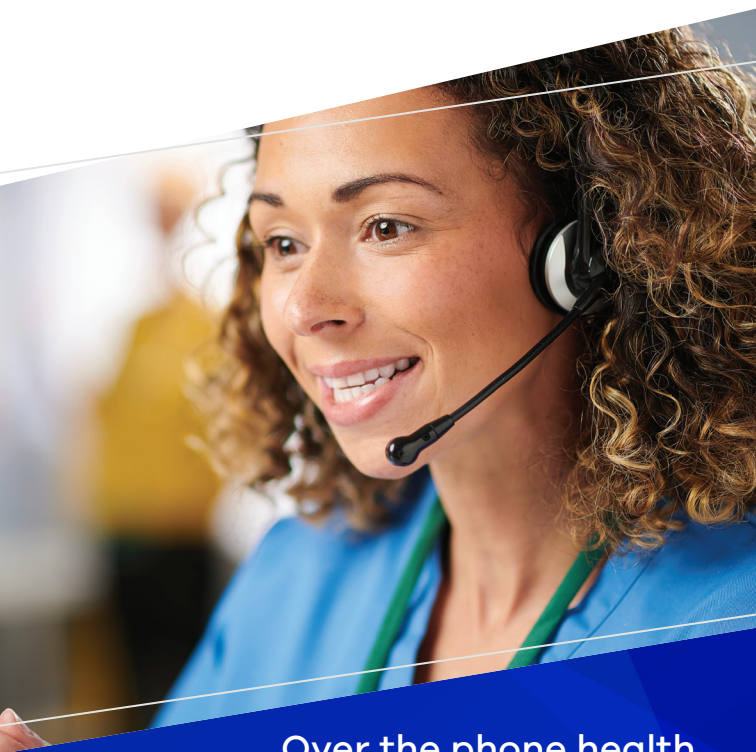


Every Victorian has a
NURSE-N-CALL

1300 60 60 24



Over the phone health
information available 24/7.

healthdirect.gov.au/nurse-on-call

We're there when you need us

NURSE-ON-CALL puts you directly in touch with a registered nurse for caring, professional health advice around the clock. **For emergencies you should always call Triple Zero (000)** but at other times **NURSE-ON-CALL** may be your best choice for health advice.

For example, you could call when:

- You or someone you're caring for is feeling unwell
- It's the middle of the night and you are not sure if you should seek medical help
- You're away from home or situated a long way from medical help
- You simply want advice or information about health services in your area.

Feel free to call **NURSE-ON-CALL** to discuss any health related issue. Simply call **1300 60 60 24** from anywhere in Victoria, for the cost of a local call*.



What happens when I call for health advice?

Step 1 – A registered nurse will answer your call and collect some basic details.

Step 2 – The nurse will then ask you a series of questions about your symptoms and other issues relating to your health.

Step 3 – At the end of the call the nurse may suggest ways you can care for yourself, advise you to contact a GP or, in the event that your condition is very serious, transfer your call to **Triple Zero (000)**.

Note that the nurses do not provide a full diagnosis of your symptoms.

The nurses use the most up-to-date health information available, giving you the highest quality advice for the subject you are calling about.

Of course, all information you provide remains confidential and records are fully secure.

Health advice, and more

NURSE-ON-CALL can also provide you with other health related information, such as details of health services in your area or the numbers of other phone help lines.

NURSE-ON-CALL gives all Victorians the peace of mind of knowing that professional health advice is only a phone call away, any time of the day or night.

*Calls from mobile phones may be charged at a higher rate
NURSE-ON-CALL is provided by Healthdirect Australia on behalf of the Victorian Government.



24 hour health advice for all Victorians

NURSE-ON-CALL

1300 60 60 24

For emergency or life threatening situations, you should always call Triple Zero (000)



NURSE-ON-CALL

1300 60 60 24

A Victorian Government health initiative, **NURSE-ON-CALL** is a telephone service that provides immediate, expert health advice from a registered nurse, **available 24/7**.

Call **1300 60 60 24** for the cost of a local call from anywhere in Victoria*

*Calls from mobile phones may be charged at a higher rate
NURSE-ON-CALL is provided by Healthdirect Australia on behalf of the Victorian Government.

NURSE-ON-CALL

1300 60 60 24

Accessibility

Do you need an interpreter?

Call TIS International on **131 450** and ask to speak to **NURSE-ON-CALL**.

How do I use the service if I have a hearing or speech impairment?

The National Relay Service is available to assist callers who are hearing or speech impaired. Voice Relay users should ring **1800 555 727** while Teletypewriter (TTY) users should ring **1800 555 677** and ask to be connected to **NURSE-ON-CALL**. Internet relay users access the helpline via the National Relay Service website.

For more information about **NURSE-ON-CALL**, visit healthdirect.gov.au/nurse-on-call

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne. © State of Victoria, Australia, Department of Health, August 2021. (DH 2106065).