

NURSE-ON-CALL,  
a Victorian Government health  
initiative, is a new phone service  
that provides immediate, expert  
health advice from a registered  
nurse, 24 hours a day,  
7 days a week.

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



**NURSE-ON-CALL**  
**1300 60 60 24**

24 HOUR HEALTH ADVICE FOR ALL VICTORIANS



NURSE-ON-CALL provides access to  
interpreting services for callers not  
confident with English.

Access is also available to those who are hearing  
or speech impaired by contacting the National  
Relay Service.

For more information about NURSE-ON-CALL,  
visit [www.health.vic.gov.au/nurseoncall](http://www.health.vic.gov.au/nurseoncall)

A Victorian  
Government  
initiative



Authorised by Peter Allen,  
Department of Human Services  
50 Lonsdale Street, Melbourne Victoria 3000

**Now every  
Victorian has a  
NURSE-ON-CALL  
1300 60 60 24**



Over the phone health information 24 hours a day  
Julie - Registered nurse



## 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 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 the call to 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.

## NURSE-ON-CALL 1300 60 60 24

Based in Victoria for you, 60 seconds of every minute, 60 minutes of every hour, 24 hours a day.

\*Calls from mobile phones may be charged at a higher rate

Christine - Registered nurse



**FOR EMERGENCY OR LIFE THREATENING SITUATIONS, YOU SHOULD ALWAYS CALL 000**