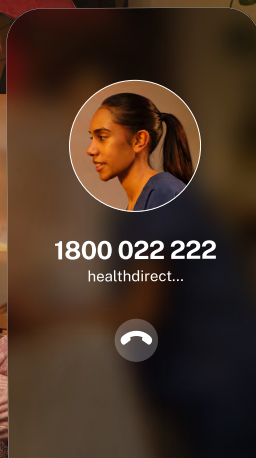


For free instant
health advice
anytime, anywhere.

Call healthdirect
1800 022 222



healthdirect - Frequently Asked Questions

What is healthdirect?

healthdirect is a free, 24/7 telephone service that provides instant health advice from registered nurses.

If you or someone you care about needs health advice, treatment or care, healthdirect should be your first call.

What is the number for healthdirect?

The healthdirect number is **1800 022 222**. It is available 24 hours a day, 7 days a week, including public holidays.

What happens when I call healthdirect?

When you call healthdirect a registered nurse will ask you some questions about your health. Depending on your symptoms, the nurse will recommend the right healthcare option for you.

The nurse could:

- provide health advice so you can care for yourself at home
- help you find a nearby GP or pharmacist
- connect you to your closest urgent care service
- arrange an appointment with a doctor online, or
- call you an ambulance if your situation is life-threatening.

Can I call on behalf of my child, relative or friend?

Yes. You can call healthdirect to get health advice for yourself, a family member or a friend. The person you are calling for should be nearby, so you can relay information easily on their behalf, with their permission.

How do I know if I should call healthdirect?

If you are not sure what to do about a medical illness or injury, call healthdirect. The nurse can assess your symptoms and call an ambulance if you need emergency care or direct you to the nearest emergency department.

If you have a life-threatening emergency, call Triple Zero (**000**). Some examples of life-threatening emergencies are difficulty breathing, chest pain, severe bleeding, sudden collapse or a serious injury.

Is my information private and confidential?

Yes. Any personal information shared with healthdirect is kept private and confidential in accordance with privacy laws. It will not be shared without your consent unless required by law or in a medical emergency.

What if I need follow-up care?

When you call healthdirect, a registered nurse will help you understand what medical care you need. Depending on your symptoms, you may be referred to your local GP or pharmacist, be directed to

an urgent care service, or have an appointment arranged with a doctor or other clinician online. These services will provide expert advice on treatment options, prescriptions if needed, and referrals to follow-up care.

Can I call healthdirect if I don't speak English?

Yes. To speak with a nurse in your language, call the Translating and Interpreting Service (TIS) on **131 450** and ask to be connected to healthdirect.

Is there a cost to call healthdirect?

Calls to **1800 022 222** from landlines and most mobile phones are free. However, check with your mobile provider if you're unsure.

What if I'm hard of hearing or have a speech impairment?

If you have a hearing or speech impairment, call the [National Relay Service](#) on **1800 555 677** and ask to be transferred to healthdirect.

Can I call healthdirect if I'm interstate?

healthdirect (known as NURSE-ON-CALL in Victoria) is available in all states and territories across Australia except for Queensland.

Where can I find more information?

Visit the NSW Health website health.nsw.gov.au/callhealthdirect