



NURSE-ON-CALL

1300 60 60 24

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

Access is also available for those who have a hearing or speech impairment via the National Relay Service. TTY users should ring 133 677. Internet relay users go to www.relayservice.com.au

For more information about NURSE-ON-CALL, visit www.ambulance.vic.gov.au/campaigns/nurse-on-call

If you would like to receive this publication in an accessible format, please phone Information Victoria on 1300 366 356 or +613 9603 9900 using the National Relay Service 13 36 77 if required.

This document is available as a PDF: www.ambulance.vic.gov.au/campaigns/nurse-on-call

In an emergency call Triple Zero (000)

Ambulance Membership
1800 64 84 84

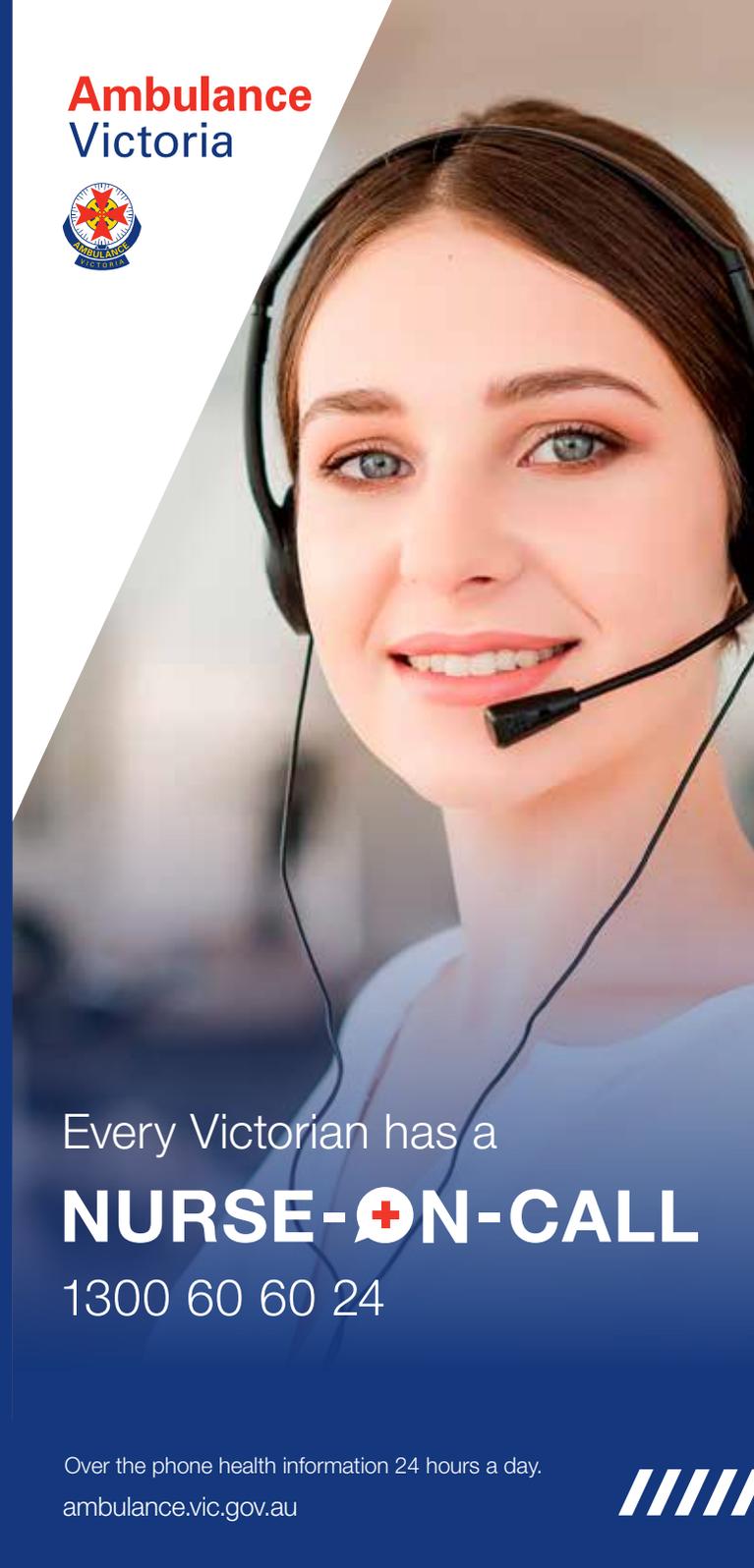
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Ambulance Victoria
PO Box 2000
Doncaster Vic 3108
T 03 9840 3500

ambulance.vic.gov.au

Ambulance
Victoria



Every Victorian has a

NURSE-ON-CALL

1300 60 60 24

Over the phone health information 24 hours a day.

ambulance.vic.gov.au



NURSE-ON-CALL

a Victorian Government health initiative, is a 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*



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.

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*

Health advice, and more

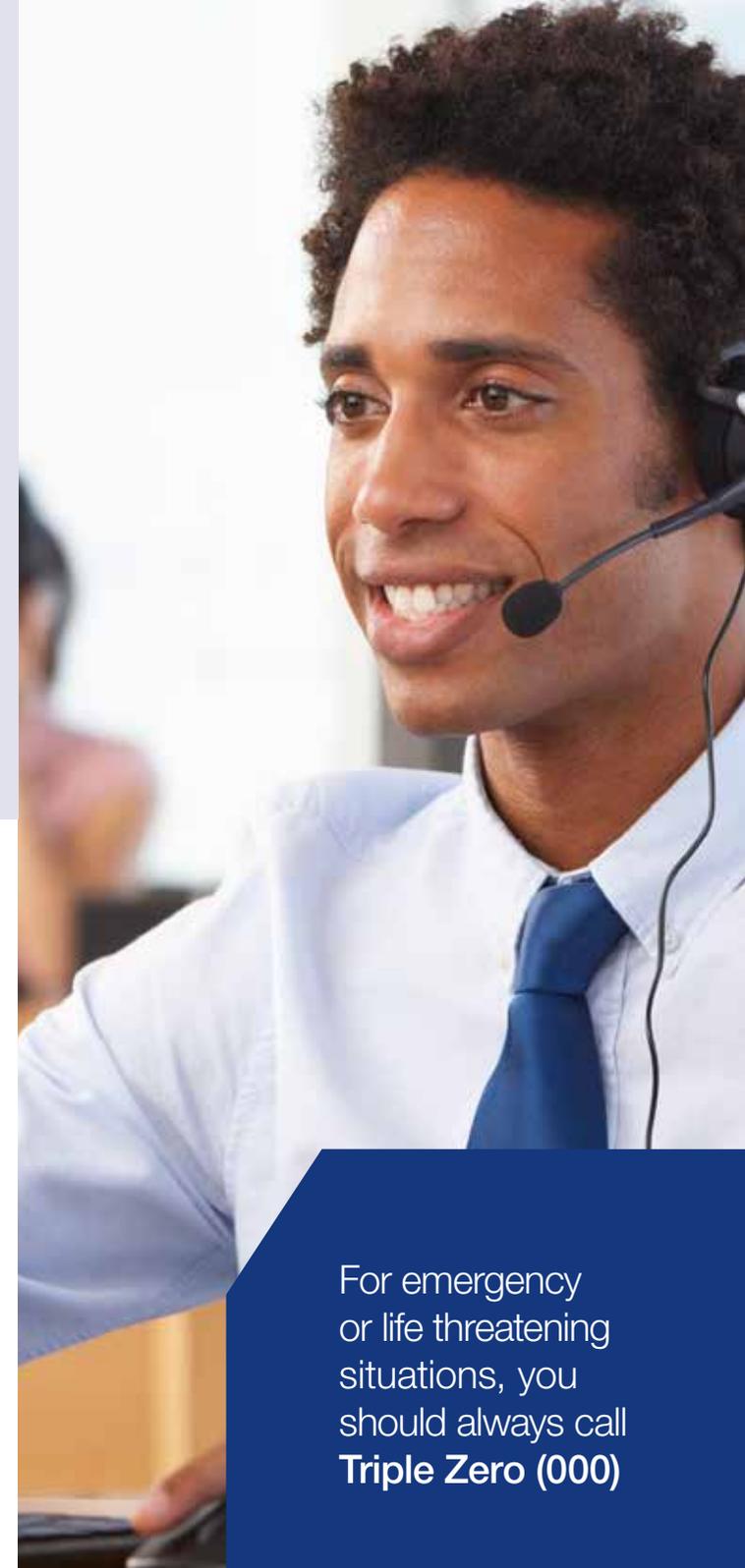
NURSE-ON-CALL can also provide you with other health related information, such as details of health services in your area or the numbers of other phone help lines.

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

Available to Victorians, 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



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