



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

©Ambulance Victoria 2019

This publication is copyright. No part of this publication may be reproduced by any process except with written permission of Ambulance Victoria

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)**