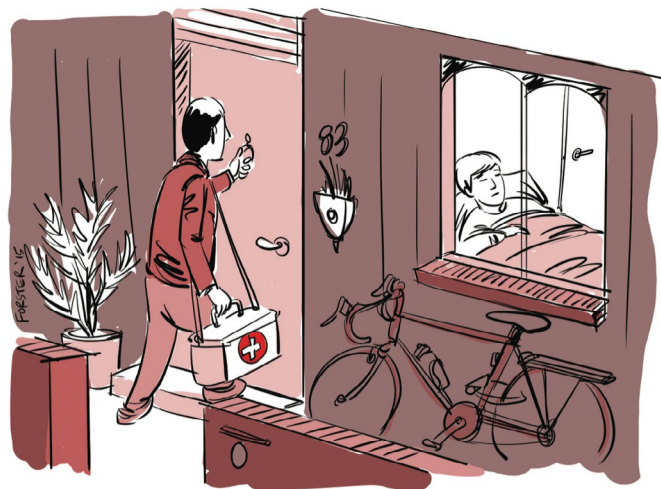


# HOW TO GET MEDICAL HELP

at night,  
on the weekend,  
or a public holiday



The Australian medical system is complex. If you or your family are sick, you need to know which health service to use, its opening hours and how much it costs. This document will help you learn more about how to get medical help outside normal business hours in Australia.

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#### **NOTE FOR ASYLUM SEEKERS IN VICTORIA:**

you can receive free medical treatment at hospital emergency departments. Your access to other medical services depends on what visa you hold. Your access to services can change over time, so please check with your case worker to find out what you can access.

## What to do if you are sick but your doctor is closed.

If you are sick and need a doctor at night, on the weekend or on a public holiday, you can use one of these free medical services.

#### For help on the phone:

- Nurse on call on **1300 60 60 24** (in Victoria)
- After Hours GP helpline (healthdirect) on **1800 022 222**

#### If you need a doctor to come to your home:

- The Home Doctor on **13 74 25** (in Victoria)



If you don't speak English, a **FREE interpreter** can help you to contact these services.

**STEP 1** Call TIS National on **131 450** and ask to have an interpreter.

**STEP 2** Ask the TIS interpreter to call the service you want to speak to.

# Hospital

## Emergency Department

Emergency departments are for urgent medical problems that need to be seen immediately, like:

- you are having breathing problems.
- you are bleeding and it does not stop.
- you break a bone or hurt your head.
- you have pain in your chest.

**If you have a medical emergency call 000 for an ambulance OR go to the Emergency Department of the nearest hospital.**

Emergency departments are ALWAYS OPEN - **Every Day - All day and night.** BUT you might have to wait a long time at emergency because they care for the sickest patients first, not in the order they arrive.

**When you go to the Emergency Department:**

- take your Medicare Card and your Health Care Card if you have one.
- ask for an interpreter if you need one.
- ask the staff before you eat or drink anything.

**The number 000 is free to call from any phone.**



# Ambulance

Call an ambulance on **000** in any **medical emergency.**

A medical emergency is when you or another person has a serious illness or injury and needs help very quickly.

**DO NOT call an ambulance if:**

- you do not need help very quickly.
- you need transport to a health service appointment that it is not an emergency.
- you can get to the emergency department yourself.

**Ambulance services can be VERY expensive.**

In some states the ambulance is free if:

- you have a Centrelink Health Care Card.
- you have a Pensioner Concession Card.
- you are a member of your state ambulance service.
- you have private insurance that covers it.

**Medicare DOES NOT pay for ambulances.**



We would like to acknowledge the document 'Using health services in the ACT' produced by the ACT government which helped inform this resource.