

Do you or your family need medical help or advice?

Understanding your symptoms can help you choose the right care option.

Your situation

Best care option

Why?

Mild symptoms or medication advice on:

- coughs
- cold and flu
- headache
- upset stomachs
- bites and stings
- vaccinations
- skin issues.



Pharmacy (or chemist)

- Pharmacists supply medicines and help you take them safely.
- They can give advice on treating minor health problems.
- Many are open late or after hours.

Range of illnesses or minor injuries:

- generally unwell
- mental health support
- high fevers
- rashes
- gastro
- cold and flu
- chronic pain
- pregnancy care
- vaccinations.



General practice

Your regular doctor or another local GP

- Start with your regular doctor for ongoing health care and management.
- GPs help coordinate care, assess symptoms, diagnose, provide treatment and referrals.
- Some offer after hours or telehealth appointments.

Needs urgent care, but not life-threatening:

- minor broken bones
- sports injuries
- minor burns
- sprains
- cuts needing stitches
- respiratory illness
- stomach pain
- infections.



Medicare Urgent Care Clinic

- Free (bulk-billed), walk-in care for illnesses or injuries that can't wait for a GP appointment, but don't need emergency care.
- Staffed by doctors and nurses and open extended hours, seven days a week.

You don't have to decide alone if you:

- are feeling unwell
- need advice now
- are unsure where to go
- need help finding an available health service near you.



1800MEDICARE

Call 1800 633 422

or visit

1800medicare.gov.au

- Free health advice from a registered nurse, available 24/7 anywhere in Australia.
- They will ask about your symptoms and guide you to the right care.

Life-threatening illness or injury such as:

- severe chest pain
- uncontrollable bleeding
- difficulty breathing
- severe burns or pain
- sudden collapse
- overdose
- mental health crisis.



Emergency department

Call 000 or go to your nearest hospital ED

- Life threatening conditions need immediate care in an ED or hospital.
- Open 24-hours a day to treat serious medical issues.
- Using the right service helps keep emergency care available for those who need it most.



Scan to go to:
maketherightcall.info

