

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.\*



**NURSE-ON-CALL**  
**1300 60 60 24**

24 HOUR HEALTH ADVICE FOR ALL VICTORIANS



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](http://www.relayservice.com.au)

For more information about NURSE-ON-CALL,  
visit [www.health.vic.gov.au/nurseoncall](http://www.health.vic.gov.au/nurseoncall)

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.

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This document is available as a PDF: [www.health.vic.gov.au/nurseoncall](http://www.health.vic.gov.au/nurseoncall)

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**Now every  
Victorian has a  
NURSE-ON-CALL  
1300 60 60 24**



Over the phone health information 24 hours a day  
Julie - Registered nurse



## 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 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.\*

## 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 the call to 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.

## 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

Based in Victoria for you, 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

Christine - Registered nurse



**FOR EMERGENCY OR LIFE THREATENING SITUATIONS, YOU SHOULD ALWAYS CALL 000**