

SEEKING MEDICAL HELP IN AUSTRALIA

IF YOUR CONDITION IS A GENUINE EMERGENCY, CALL 000.

1. Let your host know you are not feeling well. If you are under 18, they will need to inform your education provider and / or local carer that you are ill.
2. Check your Overseas Student Health Cover (OSHC) provider's website. Many OSHC providers offer a range of medical services and referrals to recommended doctors, including telehealth online appointments. Some are 100% covered by your OSHC (no cost to you).
3. If your condition is not an emergency, ask your host to assist you to make an appointment with a local doctor (general practitioner / GP). There may be a cost involved, which you will have to pay. Check on your OSHC provider's website to see what is covered. Remember to take your OSHC details with you.
4. In Australia, the emergency department is strictly for genuine emergencies only or ambulance arrivals. The waiting times for non-emergency cases can be very long, and anyone with a more serious condition is treated first. This may be very different to the way hospitals work in your home country.

Here are some options you can consider for **NON EMERGENCIES**

healthdirect
Call: **1800 022 222**

When should I call healthdirect?

When you need caring, professional health advice at any time 24/7, healthdirect can put you directly in touch with a registered nurse. You may need us when:

- you or someone you're caring for is feeling unwell
- you're not sure if you should seek medical help
- you're far from home or a long way from medical help
- you want advice or information about health services in your area

What should I do in an emergency?

healthdirect is for non-emergency health advice only. If you think your situation is **an emergency**, you should always **call triple zero (000)** or go to a hospital emergency department.

How can I get help to access healthdirect?

If English is not your main language and you need an interpreter, call **TIS National** on **131 450** and ask to be transferred to healthdirect.

Healthengine
Visit: www.healthengine.com.au

Use this platform to search for GP's, dentists, physiotherapists, psychologists and more. You can book an appointment with a medical professional directly through this platform.

Healthengine's platform brings together a leading range of healthcare practices, healthcare specialties and health ecosystem partners in a suite of integrated offerings to help people get a better experience across each step of their healthcare journey.

Healthengine connects millions of users with over 9,000 Australian healthcare practices across GP, dental, allied health, medical specialists and pharmacies nationwide. Over Healthengine's history, more than 74 million bookings have been made on the platform. To find the right care, connect with healthcare providers and manage healthcare, you're at the right place. Check out and download the Healthengine App for Android or iOS.

13 SICK (after hours GP)
Call: **13 74 25**

When you need urgent medical care but your GP is closed, 13SICK National Home Doctor (13SICK) can help. With more than 400 doctors in our team, 13SICK is Australia's largest network of home visiting doctors. Their doctors treat patients with acute conditions (e.g. gastro, UTI, migraine, respiratory infections) on weeknights, weekends and public holidays.

All doctors carry a bag stocked with starter packs of common medications, so in many cases, patients can start treatment immediately. Following the home visit, they send a medical report to the patient's GP the next day, ensuring continuity of care.

More GPs across Australia trust 13SICK to care for their patients in the after-hours. So, if you need to see a doctor urgently (and it's not life-threatening), but your GP is closed, call 13SICK (that's 13 7425) or book online from 6pm Monday to Friday, 12pm Saturday, and all-day Sunday and public holidays and save the hospital emergency department for emergencies.

Doctors are on call:

Weekdays from 6pm
Saturdays from 12pm
All-day Sunday and public holidays

Please refer to the [AHN COVID-19 Safety Policy](https://ahnhomestay.co/covid-19-safety-policy) for information and processes relating to COVID-19
ahnhomestay.co/covid-19-safety-policy

The AHN 24-Hour Emergency Assistance number is 1300 697829 (1300 MYSTAY)