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| Where to get the care you need |

If you are unwell, you have a number of options for care, depending on how severe your illness or  
situation is.

Going to the right place for your health concern helps you get the right care. It also helps people who need urgent or life-saving medical help.

**Save Triple Zero (000) for life-threatening emergencies.**

For more information, visit the [**Better Health Channel**](https://betterhealth.vic.gov.au/where-to-get-care) <https://betterhealth.vic.gov.au/where-to-get-care>.

| Issue | Examples\* | Care options |
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| Health advice or self-care | * Bites * Stings * Colds * Flu * Allergies * Medications | * Visit the [**Better Health Channel**](https://www.betterhealth.vic.gov.au/) <https://www.betterhealth.vic.gov.au> * Call **NURSE-ON-CALL** on **1300 60 60 24** * For COVID info, including if you test positive for COVID, contact the **Coronavirus hotline** on **1800 675 398** or visit the [**Coronavirus (COVID-19) Victoria website**](https://www.coronavirus.vic.gov.au/) <https://www.coronavirus.vic.gov.au> * Visit a **pharmacist** |
| Mental health concern | * Low mood * Substance use or addiction | * Contact a [**Mental Health and Wellbeing Hub**](https://betterhealth.vic.gov.au/mental-health-and-wellbeing-hubs) <https://www.betterhealth.vic.gov.au/mental-health-and-wellbeing-hubs> on **1300 375 330** * For specialised Aboriginal and Torres Strait Islander healthcare:   + Find an [**Aboriginal mental health service near you**](https://betterhealth.vic.gov.au/aboriginal-health-services) <https://betterhealth.vic.gov.au/aboriginal-health-services>   + Call [**Yarning SafeNStrong**](https://vahs.org.au/yarning-safenstrong) <https://vahs.org.au/yarning-safenstrong> on **1800 959 563** * If in crisis or thinking about self-harm:   + call [**Lifeline**](https://lifeline.org.au) <https://lifeline.org.au> on **13 11 14**   + call [**Beyond Blue**](https://beyondblue.org.au/) <https://beyondblue.org.au> on **1300 224 636** |
| Health concern | * Ongoing health problem * Unexplained pain | * Visit your **local GP** * Visit a relevant **allied health provider** – for example, a physiotherapist for muscle and joint pain * For specialised Aboriginal and Torres Strait Islander healthcare, find an [**Aboriginal health service near you**](https://betterhealth.vic.gov.au/aboriginal-health-services)<https://betterhealth.vic.gov.au/aboriginal-health-services> |
| Health treatment | * Minor burns * Sprains * Mild asthma * Abdominal pain | * Visit your **local GP** * For COVID or other respiratory symptoms, find a [**GP Respiratory Clinic near you**](https://coronavirus.vic.gov.au/gp-respiratory-clinics) <https://coronavirus.vic.gov.au/gp-respiratory-clinics> * Find a [**Priority Primary Care Centre near you**](https://betterhealth.vic.gov.au/priority-primary-care-centres) <https://betterhealth.vic.gov.au/priority-primary-care-centres> * Visit the [**Victorian Virtual Emergency Department**](https://vved.org.au) <https://vved.org.au> * For specialised Aboriginal and Torres Strait Islander healthcare, find an [**Aboriginal health service near you**](https://betterhealth.vic.gov.au/aboriginal-health-services) <https://betterhealth.vic.gov.au/aboriginal-health-services> * In rural areas, visit an **urgent care centre** |
| Life-threatening emergency | * Chest pain * Sudden numbness or paralysis * Serious trauma | * Call **Triple Zero (000)** * Visit an **emergency department** |

\* Please note this is not a complete list of all symptoms suited to visiting these services. Example symptoms are provided for guidance only.

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| To access this information in other languages, call the Translating and Interpreting Service on 131 450 (free call). To receive this document in another format, [email the Better Health Channel team](mailto:betterhealthchannel@health.vic.gov.au) <betterhealthchannel@health.vic.gov.au>  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Health, January 2023.  Available at the [**Better Health Channel**](https://betterhealth.vic.gov.au/where-to-get-care) <https://betterhealth.vic.gov.au/where-to-get-care> |