Healthcare anywhere toolkit

Customer Information, Strategic Communications and Engagement

December 2024

Purpose of this toolkit

The **Healthcare Anywhere** campaign has been developed to increase public awareness of the healthdirect phone service as the first-step in seeking health advice and accessing the right care. This service provides an alternative to visiting ED's for non-life-threatening conditions.

Assets can be downloaded from the links provided. If there are any other assets that would be helpful for you to engage with your community, please contact us.

More information can be found at https://www.health.nsw.gov.au/anywhere.

Thank you for your ongoing support to help protect the NSW community

Contact

Campaigns Team
Strategic Communications & Engagement, NSW Ministry of Health
MOH-SCECustomerInformation@health.nsw.gov.au

Key messages and links

Short	Get instant health advice If you are unwell or injured **call healthdirect** for free on 1800 022 222 A registered nurse will help you access the health care you need Help is available from anywhere, day or night
Extended	Unwell and not sure where to go? You can **call healthdirect** anytime day or night on 1800 022 222 and get the help you need. healthdirect is free and available 24 hours a day, 7 days a week. A registered nurse will answer your call, ask some questions and connect you with the right care. [OPTION A] The healthdirect nurse can: • connect you with a health expert by phone or video call • book you an appointment at a local urgent care clinic • connect you with other appropriate, locally available health care • call you an ambulance or direct you to the emergency department if your situation is life-threatening. [OR OPTION B] If it's life-threatening, call Triple Zero (000) or go to an Emergency Department.
Links	Learn more: Healthcare anywhere Symptom checker: https://www.healthdirect.gov.au/symptom-checker

Posters

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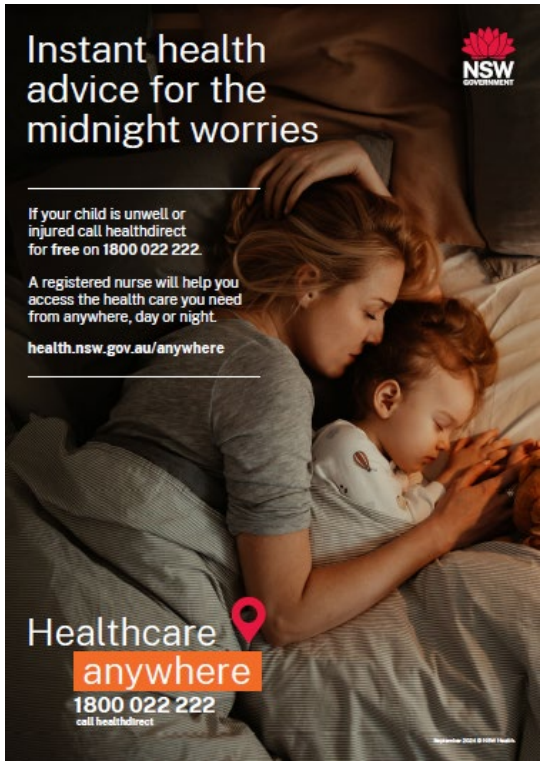

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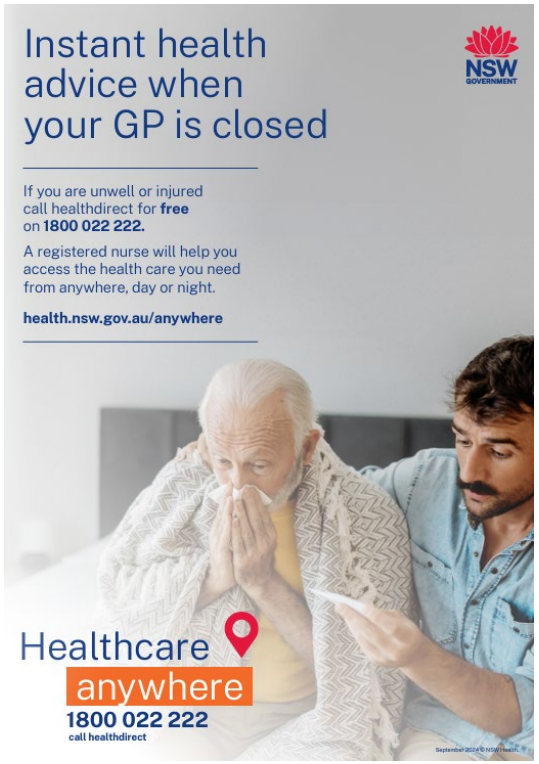

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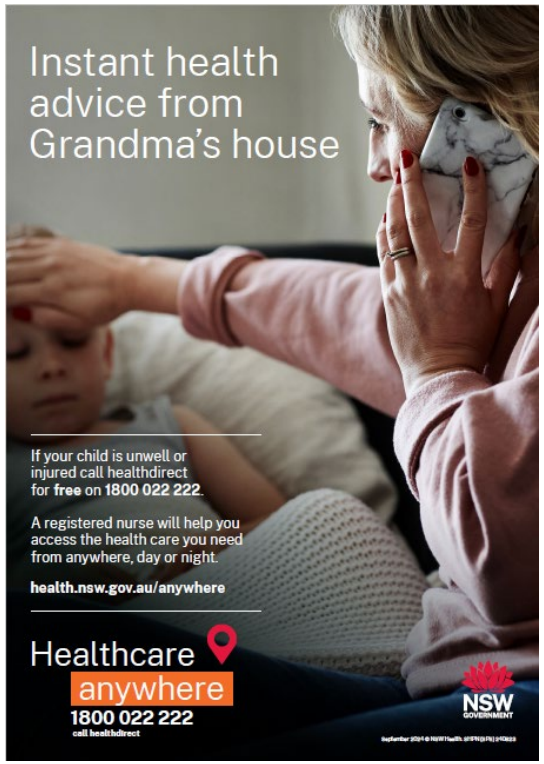

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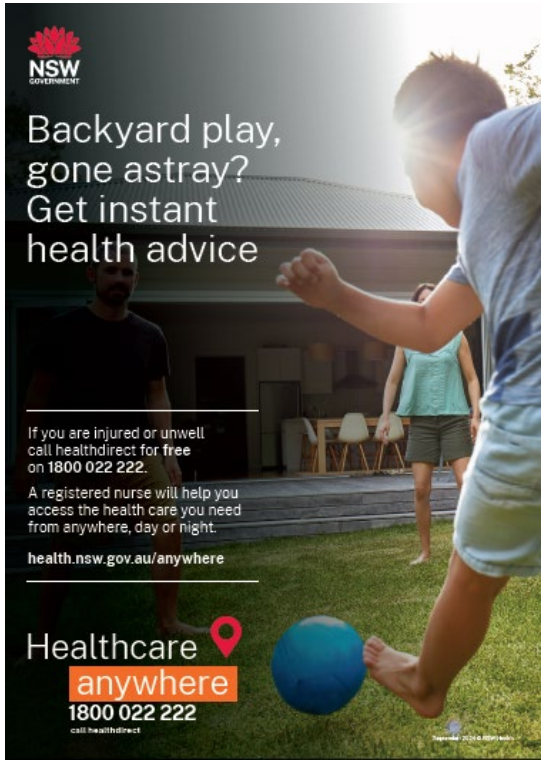

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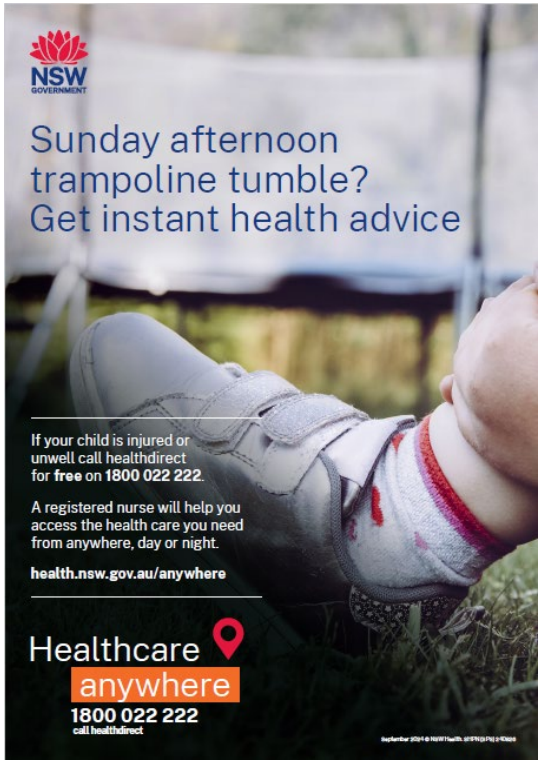

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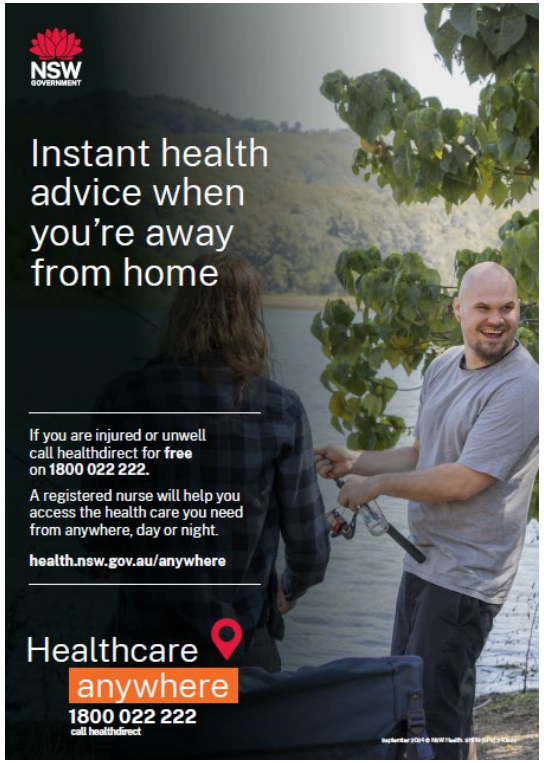
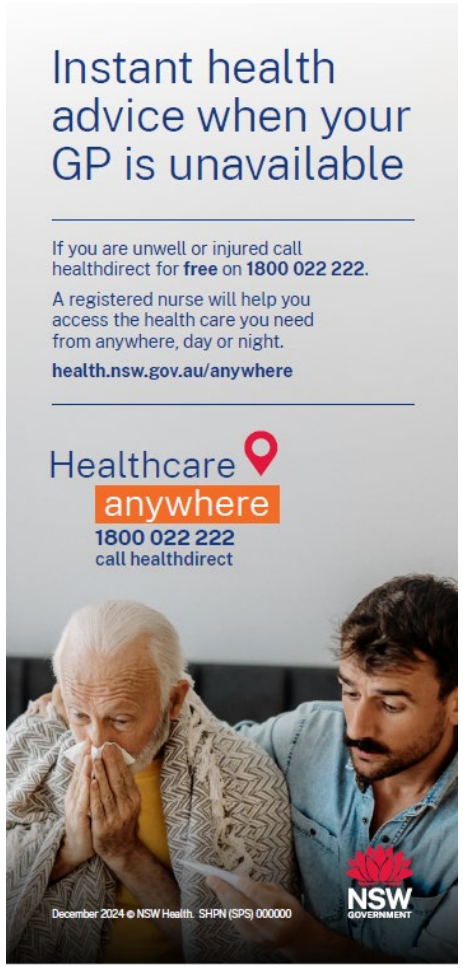


Flyers



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Social tiles

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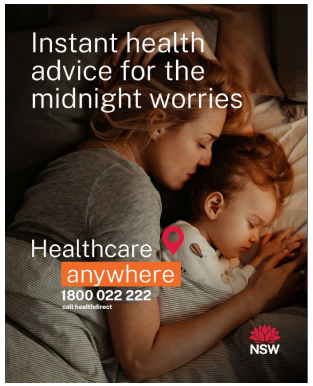

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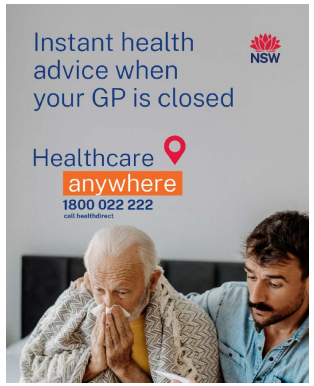

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Alternative post copy (short option)

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Social tiles

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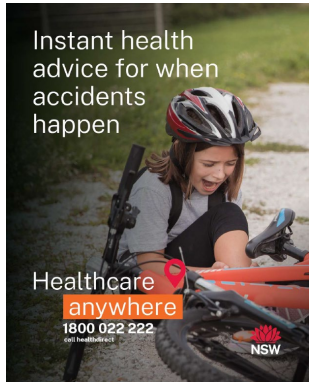

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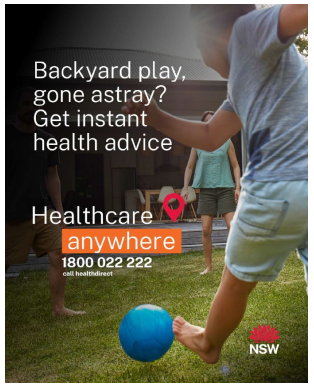

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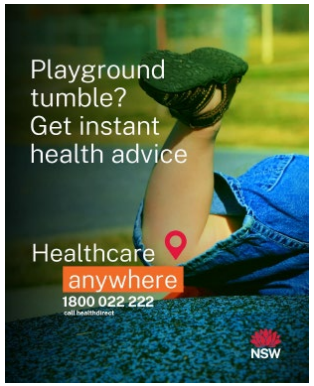

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Social tiles – Aboriginal audience

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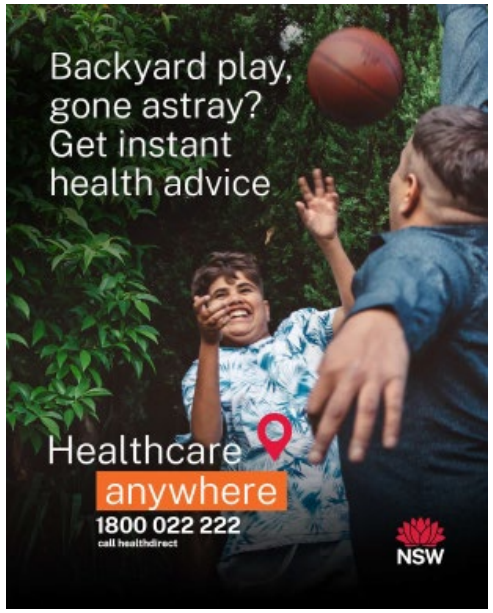

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