Nurse On-Call

As part of your TELUS Health EAP program, Nurse On-Call enables you and your eligible family members to access free general health advice from an experienced nurse via phone.

How does it work?



1. **Call us**
   and select the option 4 “Nurse On-Call”.

2. **Provide your name**
   and your employer’s name to a wellbeing advisor. This information will be kept confidential.

3. **Transfer to a registered nurse**
   Our wellbeing advisor will transfer your call to a registered nurse available.

4. **Share your concerns**
   The nurse will ask questions to understand your health concerns and advise you as required.



When to call us:

- To receive general health advice in circumstances where you or someone near you is feeling unwell.
- If you are not sure whether medical assistance is required or not for a health matter.
- If you are in a remote area and cannot access in-person healthcare assistance easily.
- Our service is available Monday to Friday, from 9 am to 5 pm (AEDT).

What are the qualifications of our nurses?

The nurses must be registered nurses with the Australian Health Practitioner Regulation Agency (AHPRA) and have at least two years’ post-graduation experience in medicine/healthcare.

TELUS® Health

Nurse On-Call



What are the most common issues we can help you with:

- Respiratory illness, cough, sore throat, or other breathing disorder.
- General COVID-19 related enquiries.
- Febrile conditions.
- Hay fever, insect bites, stings or other allergic disorders.
- Vomiting, diarrhoea or other abdominal condition.
- Headache, or other pain, or pain management issue.
- Urinary disorder.
- Sleep disorder.
- Blood nose.
- Dizziness, tiredness, lethargy, fatigue or unsteadiness.
- Visual disturbance, conjunctivitis or foreign body in the eye.
- Hearing disturbance or other disorder of ear, nose or throat.
- Acute skin rashes.
- Pregnancy-related issues.
- Anxiety, depression or other mental health issue.
- Immunisation query (related to COVID-19, flu, or any other vaccination).
- Cuts, bruises, abrasions of skin.
- Dental pain.

The Nurse On-Call hotline service is not equipped to deal with emergency medical issues.

If the nurse deems any situation an emergency, the person should hang up and call triple zero (000) immediately or attend their nearest emergency department.

1800 320 799

TELUS® Health