

Medical care for COVID-19



Most people can manage COVID-19 at home. Some people are more likely to get very sick with COVID-19. If you have COVID-19 you should call your GP or the National Coronavirus Helpline **1800 020 080** if you:

- are over 65 years
- are pregnant
- have a disability
- have existing health issues, such as heart disease, diabetes or cancer.

For anyone with COVID-19, it is important to call a doctor (GP) or a helpline if you begin to feel worse so you can get health treatment. Everyone should seek help if their symptoms don't improve after 2–3 days or you are very sick.

You can call the National Coronavirus Helpline on **1800 020 080** at any time of the day or night. Press 8 for an interpreter.

A person at the Helpline will tell you the right type of COVID health care for you, depending on your symptoms and other medical conditions.

1. Recover at home

Your symptoms are mild and you can look after yourself at home.

2. Medical care at home from a doctor

You are well enough to stay at home, but because of your symptoms or other health conditions a GP will look after you over the phone. You will need to call them to make a phone or video call appointment.

A doctor will decide if you need COVID-19 medications.

3. Medical care at home from a hospital

A small number of people will need to be cared for over the phone by hospital staff. Queensland Health will call you back within 24 hours to arrange this. They may send you a device to help check your symptoms or medication.

4. Go to hospital

If you have severe symptoms you will be told go to hospital. The National Coronavirus Helpline will connect you to an ambulance **000**.

Call an ambulance on 000 straight away, if you:

- cannot breathe properly, or unable to speak in sentences
- have chest pains lasting more than 10 minutes
- cough blood
- feel dizzy or lightheaded (you might collapse or faint)
- cannot take care of yourself.



Tell the person on the phone that you have COVID-19.
Ask for an interpreter if you need one.

Anyone can [call an ambulance](#). It is a free service in Queensland. Calling an ambulance can save your life.

If you need to stay in hospital to recover from COVID-19, someone may need to look after your family at home. Ask a friend, relative or community member you trust to look after your children.

Where to get help

If you need help managing your symptoms at home, or would like advice about medical care for COVID-19, call the National Coronavirus Helpline on **1800 020 080**. Press 8 for an interpreter. You may need to wait a few minutes to be connected. Please be patient, you will be looked after.

If you want to speak to a nurse, call 13 HEALTH **13 43 25 84** and press 3 for health advice about COVID-19.

For help registering a positive RAT test, booking a vaccine, testing, or information about COVID-19 restrictions call 134 COVID **13 42 68**.

If you need help to get food, medicine and other supplies, you can contact the Community Recovery Hotline on **1800 173 349**.

If you are worried, or finding it hard to cope, you can call Multicultural Connect on **1300 079 020** and speak to someone in your own language.

In an emergency, always call an ambulance on **000**.



It is free to ask for an interpreter when calling these services.

