

Where to go when you're feeling unwell

Feeling unwell is never fun and can be a worrying and even frightening experience. Please know there are many places you can turn for the medical advice and support you need. Follow our simple flow chart below to find out which service is best for you.

Are you having an emergency?

Yes

Go to the Emergency Department

Anyone who is experiencing an emergency medical event should immediately phone 111 for ambulance assistance or go to the Emergency Department. This includes mental health emergencies.

Dunedin: 201 Great King Street, Dunedin
Southland: Kew Road, Invercargill

Do you need Mental Health services?

Yes

Or

Call your GP or Emergency Psychiatric Services

Mental health support is available from your GP, who can refer you to other services if needed.

If you need mental health support urgently, you can call:

Emergency Psychiatric Services:
 at any time on 0800 467 846.

Lifeline: 0800 543 354

Youthline: 0800 376 633 or free txt 234
 or email talk@youthline.co.nz

Suicide Prevention Hotline: 0508 828 865

Need to talk? Free call or text **1737** any time for support from a trained counsellor

No, or not yet

Call Healthline 0800 611 116

Healthline is always good place to start if you're unsure of your symptoms and generally feel unwell. Healthline is a free telephone health advice service available through New Zealand at any time of the day or night. Phone 0800 611 116 from either a landline or a mobile phone to access free, confidential health advice from a registered nurse.

Or

Book in to see your GP or after hours doctor

If you can wait to be seen, please contact your GP or after hours doctor. If you are unwell at night or on a weekend, contact the local after hours doctor service:

Dunedin: Urgent Doctors Accident Centre and Fracture Clinic: 95 Hanover St, phone: 03 479 2900
Invercargill: Urgent Doctors: 40 Clyde St, phone: 03 218 8821

Don't have a GP? find one at wellsouth.org.nz

Or

Seek advice from your community pharmacist

Please remember:

Keep the Emergency Departments for emergencies. Emergency Departments are busy places and patients are treated on a needs basis. Emergencies and severe illnesses will take priority over more minor complaints. Sometimes this can mean waiting times of several hours, depending on the seriousness of your condition. For minor illnesses and injuries, please seek advice from Healthline, your GP or after hours doctor in the first instance.
Don't wait till it's an emergency. Get care soon.

For further information on staying well:

- take a look at the books, audio and apps at www.booksonprescription.co.nz
- get advice at www.healthnavigator.org.nz