When you’re sick, it is usually better if you can see your doctor, or get care at home, so you don’t have to go to hospital unless you really need to.

If you would rather be looked after at home than being taken to hospital, you can make an Authorised Care Plan with your doctor.

This plan lets paramedics give you medicine at home, that they wouldn’t normally prescribe you.

Sometimes you will need to go to hospital. If you have a disease like diabetes or you sometimes have trouble breathing, an Authorised Care Plan might prevent you having to go to hospital.

But if you get very sick, you might need to call Triple Zero (000) for a paramedic.

Paramedics have to follow rules which mean that they might have to take you to hospital.

This is Auntie Norma’s story:

Auntie Norma has lung disease and sometimes has trouble breathing. Auntie and her doctor have made an Authorised Care Plan for her lung disease.

One day Auntie Norma is having a lot of trouble breathing. Her daughter calls Triple Zero (000). The paramedics check Auntie Norma’s Authorised Care Plan. This plan lets the paramedic give Auntie Norma some medicine to help her breathe. The medicine works and Auntie Norma does not have to go to hospital.

Another day Auntie Norma slips in the shower and hurts her hip. Her daughter thinks it might be broken and calls the ambulance. The paramedic checks Auntie Norma’s Authorised Care Plan but it does not cover hip pain or broken bones. Auntie Norma is taken to hospital for treatment.

An Authorised Care Plan can be a help for someone:

- with a long-term illness like diabetes, lung problems or heart disease
- living in a nursing home
- suffering from cancer
- with a GP management plan already in place

If you want to know more about Authorised Care Plans, talk to your doctor.