

healthdirect is a government-funded health service that provides free access to health advice and information



5 questions to help you safely use AI for health information



Explore possible causes

QUESTION

"I have these symptoms: *[description]*.
What are some possible reasons and information that would help me understand my symptoms?"



Understand the information

QUESTION

"Explain this in simple language:
[medical term, diagnosis, test result or health information]."



Add relevant information

QUESTION

"I'm a *[age]* year old *[gender]*, what should I know about *[condition or symptom]*?"



Know your options

QUESTION

"What treatment options are commonly used for *[condition]*? What are the benefits, risks and possible side effects?"



Prepare for your appointment

QUESTION

"What questions should I ask my doctor to better understand this situation?"



Use AI for general health information

- AI can't diagnose a health condition
- AI can't tell how serious your symptoms are
- AI doesn't know your health history
- AI can make mistakes or give outdated information



Protect your privacy

- Don't share personal information such as:
 - Your home address
 - Your Medicare number
 - Your full medical history
- Check the tool's privacy policy to understand how it collects, stores and uses your information



Do not rely on AI for:

- Medical emergencies
- Diagnosis
- Treatment decisions
- Replacing advice from a doctor or healthcare professional

Feeling unwell or unsure what to do?
Call healthdirect on 1800 022 222

Speak with a registered nurse 24 hours a day, 7 days a week for free health advice.

If you have severe symptoms, chest pain, difficulty breathing or it is a medical emergency, call Triple Zero (000) immediately.