



Getting support in an emergency: Healthcare



Version 1

Published: November 2025

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About this Easy Read



This Easy Read tells you how to get **healthcare** after an **emergency**.



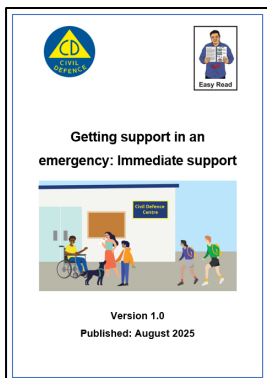
Healthcare means looking after your health like:

- going to the doctor
- taking medicine.



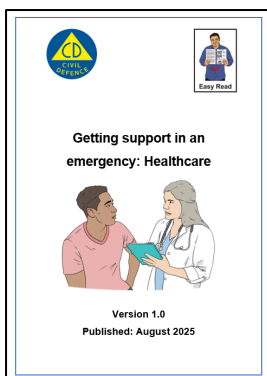
An **emergency** is when something dangerous happens that can put people at risk like:

- an earthquake
- a flood
- a storm
- a landslide.



You can find important information about what happens after an emergency in Easy Read at:

<https://tinyurl.com/aog-immediate>



You can find information about how to get **healthcare** after an emergency in Easy Read at:

<https://tinyurl.com/aog-health>



This Easy Read has lots of phone numbers in it.



If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:



www.nzrelay.co.nz/index



You can find out more about how to get ready for an emergency in Easy Read at:

<https://tinyurl.com/2w2ykrzu>

What to do right now



Phone **111** if you are **in danger** right now.



Being **in danger** means you might:

- die
- get badly hurt.



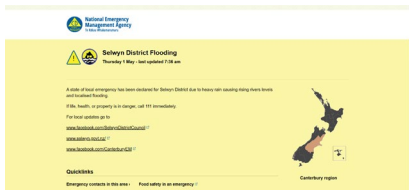
You can sign up to **text 111** if you find it hard to:

- hear
- talk on the phone.



You can sign up to **text 111** on this **website**:

www.police.govt.nz/111-txt



You can find new information about what is happening on this **website**:

www.civildefence.govt.nz/



These websites are **not** in Easy Read.



You can also find new information about what is happening by following your local **Civil Defence Emergency Management Group** on their:

- website
- **social media.**



Your local **Civil Defence** **Emergency Management Group** is the part of the government that is in charge after an **emergency**.



Social media means websites / apps like:

- Facebook
- X / Twitter.



You can find out how to contact your local Civil Defence Emergency Management Group on this **website**:

<https://tinyurl.com/4u4bnp26>



This website is **not** in Easy Read.

Talking to a doctor / nurse



You can talk to a **health professional** if you need to after an emergency.



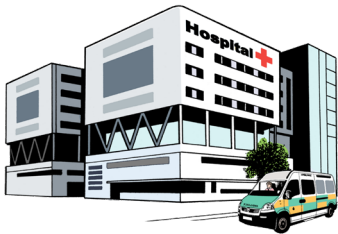
A **health professional** means someone who supports people with their health like a:

- doctor
- nurse.



In an **emergency**:

- call **111**
- go to your nearest hospital.





Here an **emergency** means you:

- feel very sick
- are badly hurt
- need to see a doctor right now.



You can call **Healthline** if it is not an emergency.



Healthline is a phone number you can call to talk to a health professional like a nurse.



They can tell you what to do if you have a health problem.



They will tell you if you need to go to the doctor.



You can **phone** Healthline on:

0800 611 116



You can phone Healthline:

- every day of the week
- at any time of day / night.



It does not cost money to phone Healthline.

If you are disabled you can contact **Whakarongorau Aotearoa**.



Whakarongorau Aotearoa gives disabled people support with their health.



You can **phone** Whakarongorau
Aotearoa on:

0800 111 213



You can **text** Whakarongorau
Aotearoa on:

8988



You can talk to your usual doctor if
you have one.



Phone your usual doctor to make a
time to see them.



Tell them what is wrong so they can
see you quickly if they need to.



You can go to your local **urgent care centre** if:

- you do not have a usual doctor
- it will take too long to see your usual doctor.



An **urgent care centre** is a place you can see a doctor when you cannot see your usual doctor.



You do not need an **appointment** to go to an urgent care centre.

An **appointment** is when you set up a time to see someone like a doctor.



You might have to wait to see a doctor at the urgent care centre.



You can find an urgent care centre
on this **website**:

<https://tinyurl.com/yk29tnz3>



This website is **not** in Easy Read.

Prescription medicine



Talk to a doctor if:

- you run out of **prescription medicine**
- you cannot get your prescription medicine.



Prescription medicine is medicine a doctor decides you need.

The doctor writes a note called a script so you can get the prescription medicine.



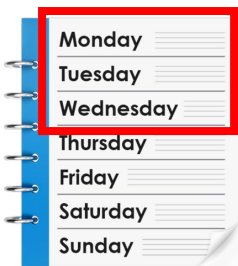
If you cannot talk to a doctor a **pharmacy** might be able to support you.



A **pharmacy** is a shop where you get medicine.



The pharmacy can give you an **emergency supply** of medicine.



An **emergency supply** is enough medicine for 3 days.



The government does not pay for the emergency supply so it might cost a lot of money.



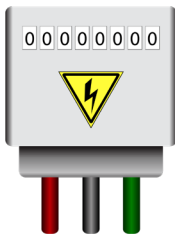
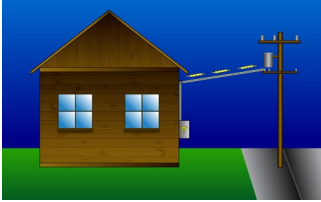
You can find a pharmacy on this **website**:

<https://tinyurl.com/tus4tvc2>



This website is **not** in Easy Read.

Power



You might need power:

- for your medical equipment like a machine that helps you breathe
- for your medicines
- to stay alive.

You can use a **back-up generator** for power.

A **back-up generator** is a machine that uses a fuel like diesel to make power when the power in your house goes out.



Phone your power company if you do not have a back-up generator.



You might already have a plan with your power company to make sure you can still get power in an emergency.

Follow this plan if you have one.



Phone the company that gave you the equipment if your power company cannot support you.



Phone **111** if the company that gave you the equipment cannot support you.

Mental health



It is normal to feel **anxious** after an emergency.

Feeling **anxious** means feeling very worried.



When you feel anxious it can be useful to:

- talk to other people
- support other people.



You can use **Need to Talk** to talk to a trained **counsellor**.



Need to Talk supports people with their **mental wellbeing**.



Here **mental wellbeing** means coping with feelings like being:

- anxious
- very sad.



A **counsellor** is someone who is trained to support people with their feelings.



You can **phone** Need to Talk on:

1737



You can **text** Need to Talk on:

1737



You can phone Need to Talk:

- every day of the week
- at any time of day / night.



It does not cost money to phone / text
Need to Talk.



You can find someone to talk to in
person using this **website**:

www.wellbeingsupport.health.nz/



It does not cost money to talk to
someone you find using this website.



It is important to get enough sleep when life is hard.



You can find tips on getting enough sleep on this **website**:

<https://tinyurl.com/4ayyv7c>



Talk to your children about what is happening.



You can find tips on talking to children about an emergency on this **website**:

<https://tinyurl.com/22u78cau>



These websites are **not** in Easy Read.



You can find more information about looking after your mental wellbeing on this **website**:

<https://tinyurl.com/mrbnnff7>



This website is in Easy Read.



If you are a farmer you can get support from the **Rural Support Trust**.

The **Rural Support Trust** supports people who live in the country like farmers.



You can **phone** the Rural Support Trust on:

0800 787 254



You can visit their **website** at:

www.rural-support.org.nz/



This website is **not** in Easy Read.



This information has been written by the National Emergency Management Agency and contributed to by participating agencies.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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