Setting boundaries and referring on to the right services

Health workers are sometimes asked to treat family and friends outside of working hours. For many conditions, a full assessment by a medical practitioner in the hospital or health clinic is essential and it isn’t safe for you to treat.

When you are asked by family and friends to assess or treat their health problem, you could try the following:

- Tell them you are concerned about their health and you want to do everything you can to help them
- Find out what their trouble is and decide what services they will need
- Refer them to the services they need, which might include your own organisation during working hours (you could arrange transport if needed so there are no barriers to access)
- Check they have accessed those services and are satisfied their needs are being met. Ask if there is anything else you can do to help