



Nurse/Doctor On-Call - Health Adv

## What do we do

- ❖ **2 million calls per annum**
- ❖ National 24/7 Nurse Telephone Triage
- ❖ National 24/7 Health Concierge Service
- ❖ National afterhours GP triage services (6pm – 8am M-F & weekends)
- ❖ State-based Secondary Ambulance Triage
- ❖ National (regional) rollout of Anywhere Healthcare (Video Specialist Clinics) underway
- ❖ 200,000+ Mental Health Calls per year



# Nurse triage services

## *healthdirect* Australia

Established 2008

Over 3.3 million calls to date

NSW, SA, WA, NT,  
Tasmania & ACT  
coverage

Delivered on behalf of  
Healthdirect Australia Ltd

## NURSE-ON-CALL

Established 2005

Over 2.2 million calls to date

330,000 calls annually  
(approx.)

Victorian coverage

Delivered on behalf of the  
Victorian Government

## Healthline

Established 2000

Over 2.5 million calls to date

380,000 calls annually  
(approx.)

National NZ coverage

Delivered on behalf of the  
NZ Ministry of Health

# Secondary Ambulance Tr

NSW Ambulance	St John's Ambulance (WA)	Ambulance Victoria
<p>Established with NSW Health/Ambulance after 12 month trial in 2012/2013</p> <p>24/7 secondary triage with direct referral from NSW Ambulance</p> <p>Managed via contract with Healthdirect Australia</p> <p>Approx 10,000 per annum</p>	<p>Established with SJA in 2004</p> <p>24/7 secondary triage with direct referral from St Johns Ambulance</p> <p>Managed via contract with Healthdirect Australia</p> <p>Approx 4,400 per annum</p>	<p>Software as a Service provided since 2003</p> <p>Integrated with CAD and AMPDS systems</p> <p>Managed in-house by Ambulance Victoria Referral Service</p>

# After-Hours GP Ser



## *afterhours GP helpline*

Established for Australian  
Govt in 2012

6pm – 8am Mon – Sat

12pm – 8am Sat - Mon

Approx 200,000 calls per  
annum

Tasmania tender currently  
in progress

# Anywhere Healthcare



## *Clinic Locations*

Maryborough (Qld)  
Hervey Bay (Qld)  
Bundaberg (Qld)  
Gladstone (Qld)  
Rockhampton (Qld)  
Tasmania state-wide  
Darwin (NT)  
Alice Springs (NT)  
Bendigo (Vic)  
Shoalhaven (NSW)  
Newman/Karratha (WA)

## Specialties Provided

10 Clinics – Nov 2012  
45 Clinics – Jan 2013  
80-100 Clinics – mid 2013  
  
Dermatology  
General Medicine  
Psychiatry  
Paediatrics  
Endocrinology

# Effective gateway to health

Nurse & GP Triage and concierge services provide safe and consistent care across Australia and New Zealand, including rural and remote areas.

Services are palatable (to community), popular, and efficient gateway's to acute and primary care services

- directs callers to the most appropriate level of care to help reduce the burden on health systems
- helps remove healthcare costs by reducing unnecessary ambulance callouts, ED presentations, GP visits and extensive travel to Specialists for regional consumers
- creates efficiencies by enabling increased levels of self-care and health literacy.



24/7 healthcare  
anywhere in  
Australia & NZ

## Outcomes from Triage Ser

- 58% of callers were advised to see their GP or to provide home care rather than go to ED/hospital
- 4.26% of respondents would have called an ambulance, but only 1.22% were triaged to do so
- 19% of callers who otherwise would have looked after themselves at home were triaged to ED/hospital
- A small number of callers who would have otherwise looked after themselves at home or made an appointment to see a GP were triaged to 000



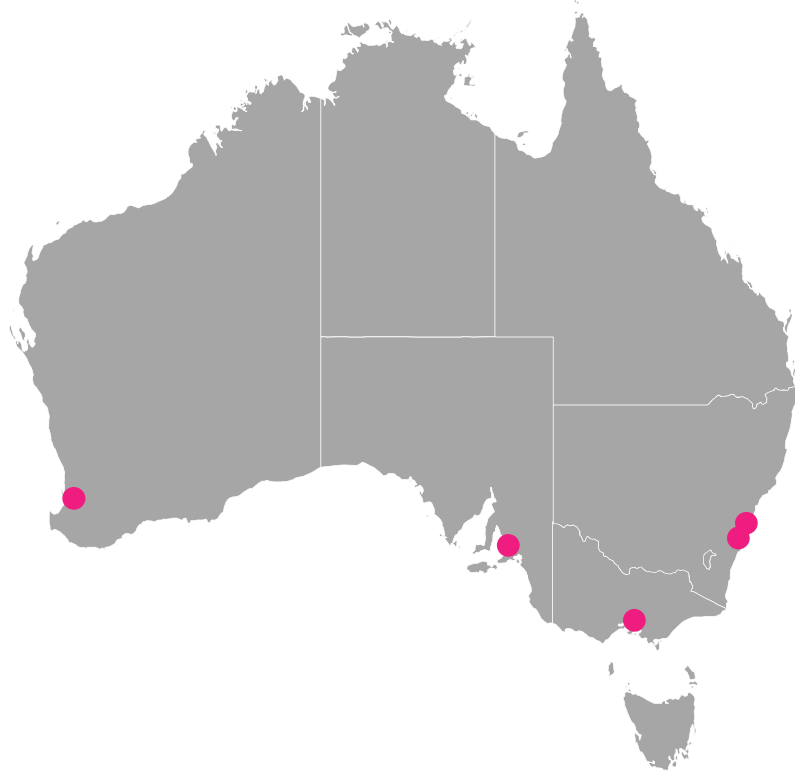
49% of callers had a different original intention than to their final action



# How do we manage 2 million calls



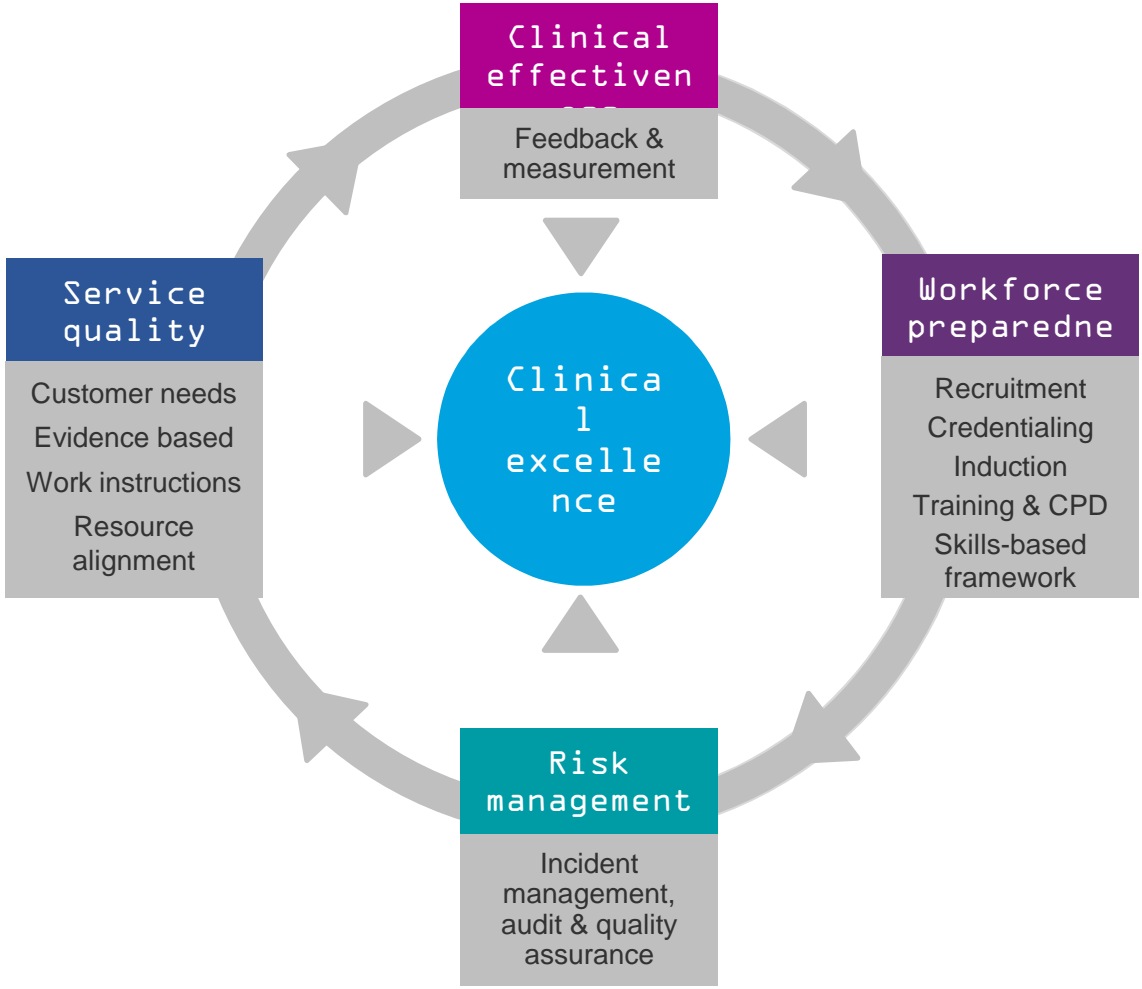
# Scalable workforce model with national



- Six telehealth contact centres
- 85% of nurses work at home across Australia & NZ

National footprint of home-based employees and call centres gives our partners access to flexible, cost-effective resources to address public health or program contingencies.

# A robust clinical governance framework





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