

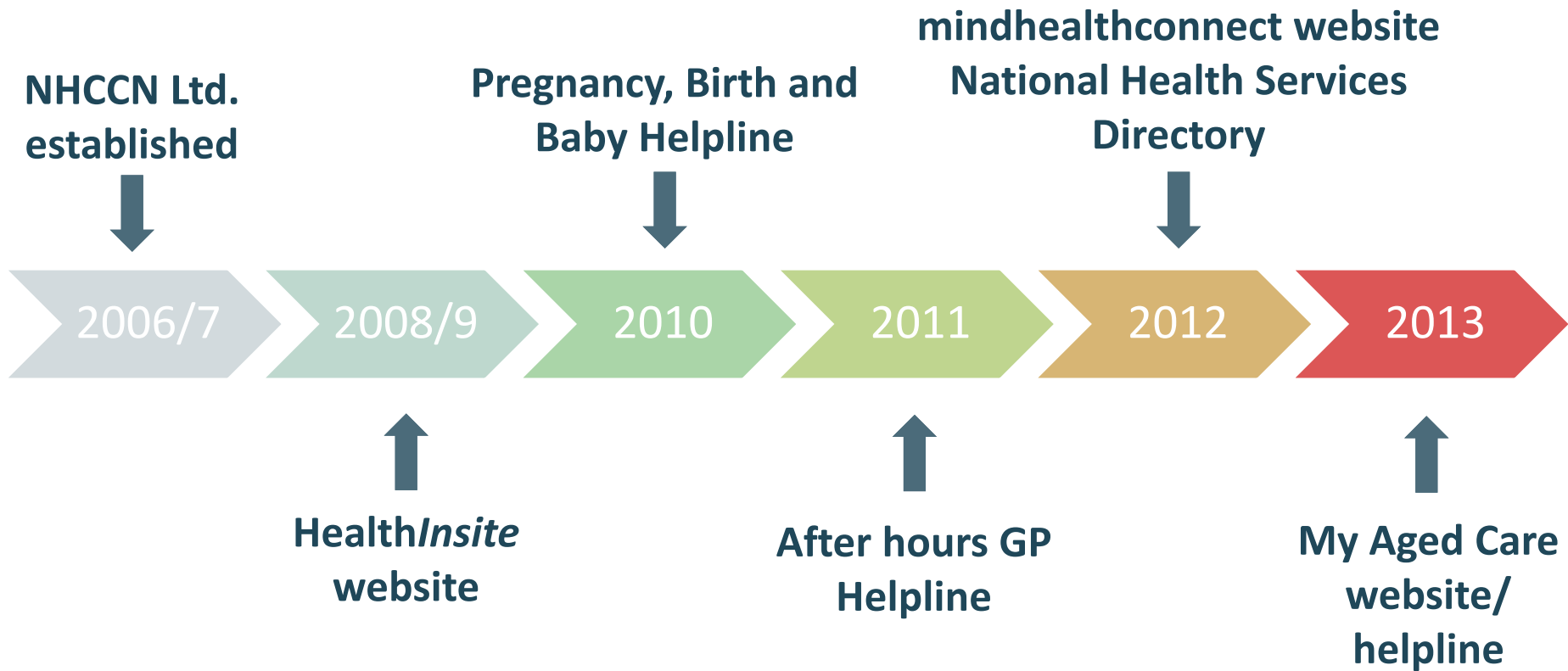
# Healthdirect Australia

Supporting NSW Local Health Districts in how to best utilise healthdirect in winter

**Emma Craig, *Senior Partner Manager***

# Overview

## History of the Company



# Overview

## Value Proposition

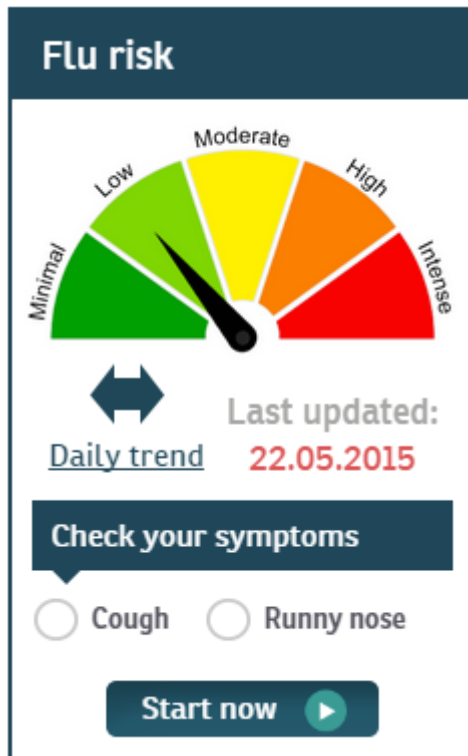
What Healthdirect Australia brings to the Australian public:



# Healthdirect – how we help support in winter

healthdirect – nurse triage phone service and Symptom Checker

During winter there are increases in use of the health system. This can impact local health districts in a number of ways including:



- increased emergency presentations
- pressure on access to health services.

Our telephony and digital services support consumers to identify appropriate services and alternative referral pathways

# Services: NSW specific data

## healthdirect – nurse triage phone service

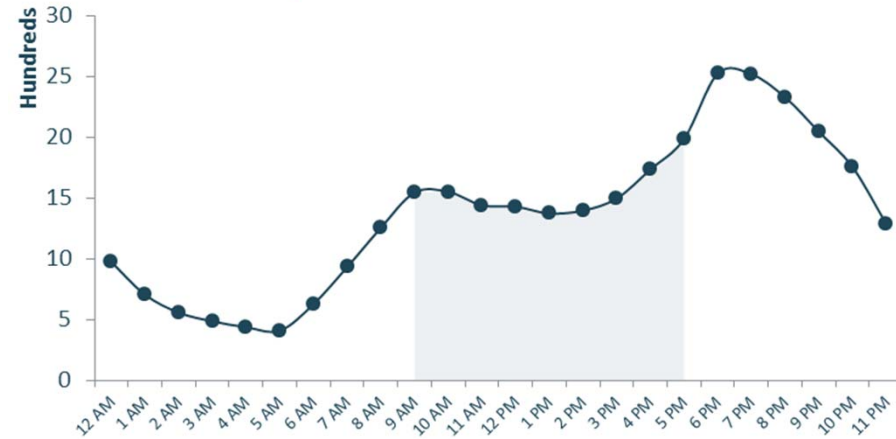
### TOP 5 CLINICAL ISSUES

healthdirect helpline

	Clinical issue
1	Medication (adult)
2	Seen a health professional
3	Chest pain / discomfort
4	Abdominal pain / discomfort
5	Vomiting (child)

### INTRADAY ARRIVAL PATTERN

healthdirect helpline



### ADVICE GIVEN

healthdirect helpline

Recommendation / advice	%
See a doctor (ranges from immediately to within 72 hours)	51.2%
Attend Emergency Department Immediately	17.1%
Provide Home/Self Care	16.0%
Activate 000	8.6%
Other	7.1%

# Healthdirect telephony analysis: Original Intention vs Final Disposition

## *Original Intention: Home or self care*

- large number of patients **underestimate** the severity of their illness
- healthdirect supports patients in seeking **appropriate** and timely health care

## *Original Intention: Call 000 or attend ED*

- Many patients select a **higher acuity** service provider than required
- healthdirect **reduces burden** on emergency services

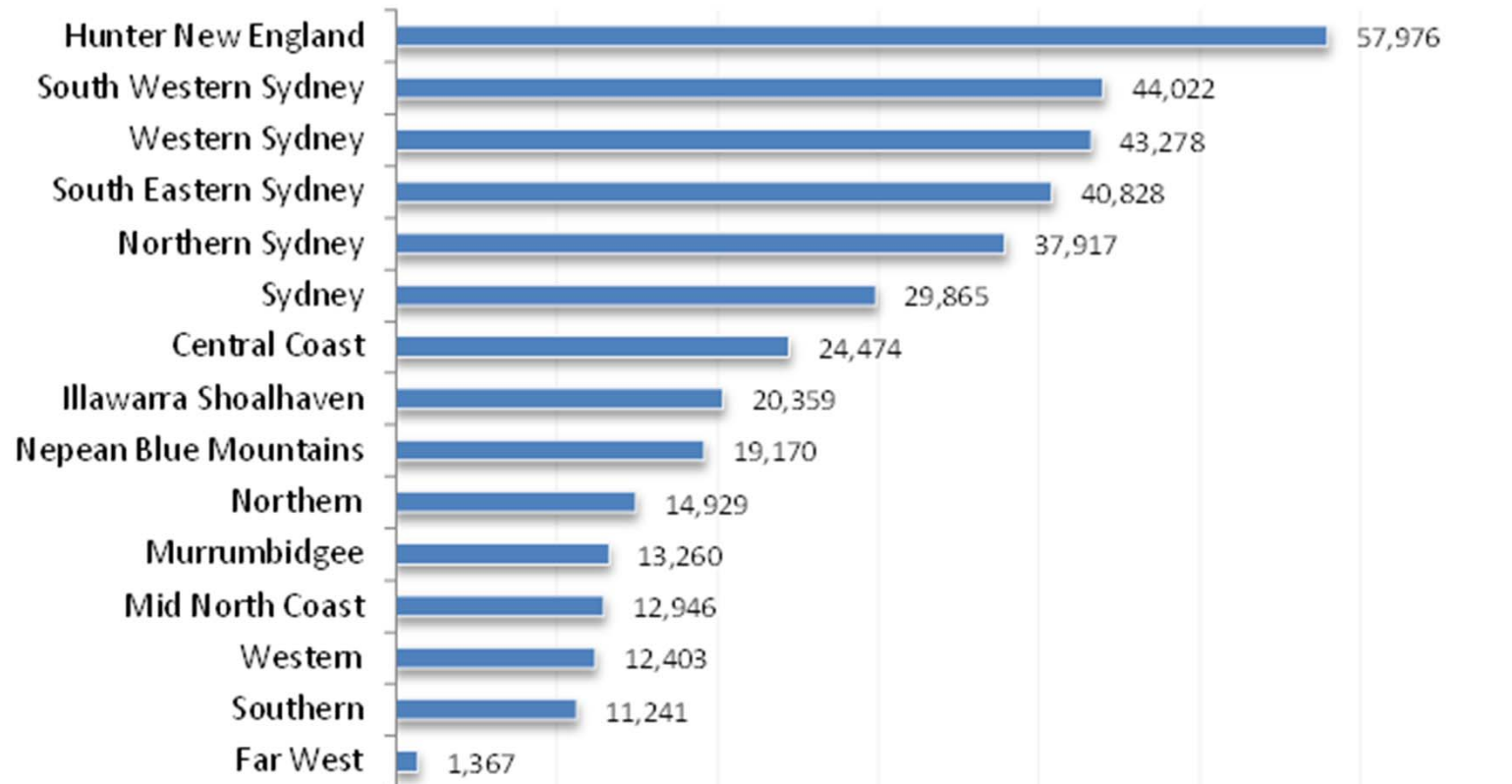
## *Original Intention: Unsure what to do*

- A large number of patients are **unsure** what to do for their health issue
- Guide patients in developing better **health literacy**

# High volume telephone triage

2014 Triages by LHD

## NSW Local Health District Triages - 2014



# Right Place Right Time

## NSW Ambulance Secondary Triage service

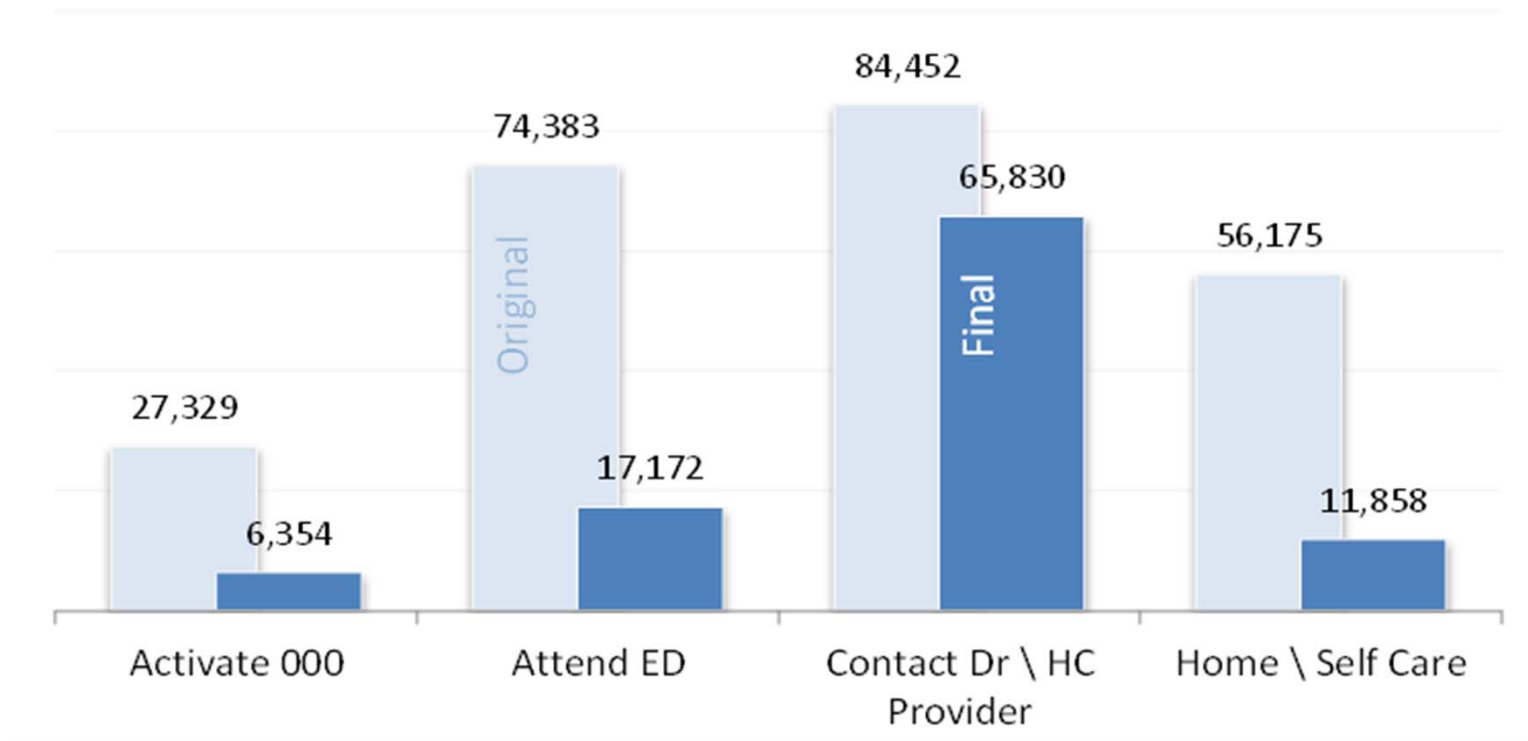
- Healthdirect Australia has an agreement in place with NSW Health for Secondary triage for the NSW Ambulance service
- When it is not a medical emergency callers may be transferred to the healthdirect
- Callers who dial 000 and meet certain criteria that indicate the caller may not need an ambulance are transferred to the healthdirect helpline (our nurse triage service)
- Callers undergo a triage and are provided advice on the type (and urgency) of healthcare they may need eg. See a GP in the next 72 hours
- Some callers may still be transferred back to the ambulance service if it is found to be necessary following further detailed assessment



# Right Place Right Time

Managing NSW inappropriate 000 and ED demand

Original Intention compared to Final Disposition - 2014



# Services: Symptom Checker ....what is it?

healthdirect Australia

Search

Health A-Z | Conditions | Symptoms | Medicines | Life stages | Resources | About us

**Remote health services and support**

Read more

*healthdirect provides a range of free health services on behalf of the governments of Australia*

**Feeling unwell? Need trusted advice?**

healthdirect Symptom Checker guides you to the right healthcare. Select a symptom.

- Abdominal pain
- Breathing problems
- Colds and flu
- Fever
- Sexual health
- Other symptoms

**Start your symptom check**

**Flu risk**

Minimal Low Moderate High Intense

Last updated: **Daily trend 22.05.2015**

**Check your symptoms**

Cough  Runny nose

**Start now**

**Find a health service**

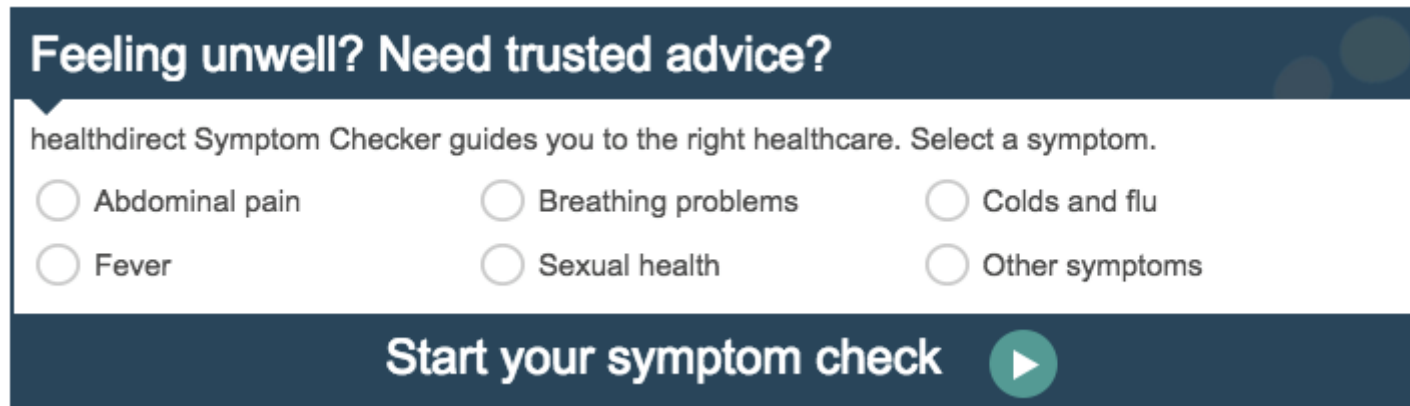
- General Practice
- Pharmacy
- Emergency Department
- Hospital
- + More Services

**Search**

**Attention deficit disorder (ADD or ADHD)**

Attention deficit disorders (also known as ADD or ADHD) are characterised by symptoms including inattention, hyperactivity and impulsive behaviour. Find out more about attention deficit disorders including the various treatment options

# Symptom Checker...what is it



The screenshot shows a dark blue header with the text "Feeling unwell? Need trusted advice?". Below this is a white box containing the text "healthdirect Symptom Checker guides you to the right healthcare. Select a symptom." and six radio button options: "Abdominal pain", "Breathing problems", "Colds and flu", "Fever", "Sexual health", and "Other symptoms". At the bottom of the white box is a dark blue button with the text "Start your symptom check" and a white play button icon.

- An online tool for consumers to check their symptoms and find trusted information and advice on what to do next
- Developed in collaboration with the NHS (UK) and an Australian clinical panel including GPs and other medical specialists
- User friendly and with assurance that the information they get from the internet is accurate, safe and clinically sound

## What it is not...

- × **Not** a diagnostic tool
- × **Not** a replacement for face to face consultation
- × **Does not** undermine or compete with relationship a GP has with their patients; aimed at enhancing this.

***Encourages consumers to take responsibility for their health and improve health literacy***



# Works with the principal of a patient's “medical home”

- Encourages a person to help themselves where appropriate, but also to discuss and involve their "usual GP" where ever possible and appropriate
- Aimed to work with GPs, not as a substitute to GPs

The screenshot shows the 'Symptom Checker' interface on the healthdirect website. It is currently on the '4. What to do next' step of a four-step process. The main heading is 'What to do next' with a 'Print it' button. The primary recommendation is 'See your GP today', which includes instructions on when to seek help and how to contact a GP. There are two dropdown menus: 'Nearest health service' and 'Self care'. Below these are sections for 'When you contact your GP tell them you:' and 'While you are preparing to see your GP:', each with a list of bullet points. At the bottom, there is a navigation bar with tabs for 'Nearest health service', 'Keep watch for', 'Self care', 'General information', and 'Your questions and answers'. The 'Keep watch for' tab is active, showing a warning: 'You should dial triple zero (000) and ask for an ambulance if you, or the person you are monitoring:' followed by a bullet point: 'begin feeling cold and clammy.' Below this is another warning: 'You should travel to your nearest emergency department (ED) if you can be taken there safely and without delay if you:'.

**Symptom Checker**

1. Basic details | 2. Symptom selection | 3. Detailed questions | **4. What to do next**

**What to do next** Print it

**See your GP today**

Your answers suggest you need to make an appointment to see your GP today (within the next 24 hours). If your GP's surgery is closed you should follow their instructions for contacting the emergency doctor or attend your nearest emergency department. If not call triple zero (000).

If you have any further concerns or your symptoms change or get worse before you see your GP, call *healthdirect* on 1800 022 222.

As well as seeing your GP, please read the information on the tabs below which you may find helpful. You can follow this advice prior to seeing your GP.

**Nearest health service**

**Self care**

**When you contact your GP tell them you:**

- are experiencing abdominal pain
- have been vomiting and it is green or dark yellow coloured.

**While you are preparing to see your GP:**

- stay well hydrated by drinking plenty of clear non-alcoholic fluids (as tolerated)
- using a heated pad or hot water bottle may provide some comfort for abdominal pain.

**Nearest health service** | **Keep watch for** | **Self care** | **General information** | **Your questions and answers**

**You should dial triple zero (000) and ask for an ambulance if you, or the person you are monitoring:**

- begin feeling cold and clammy.

**You should travel to your nearest emergency department (ED) if you can be taken there safely and without delay if you:**

# Dispositions...more than end points.

Nearest health service | Keep watch for | Self care

All Services | Open Now | Nearest health service | Keep watch for | Self care | General information | Your questions and answers

Showing 1 to 5 of 50 results

**Open Now**  
**A** **Surry Hills Medical Cent**  
 Surry Hills  
 Ph (02) 96993311

**Open Now**  
**B** **Dr P W Brown - General**  
 Surry Hills  
 Ph (02) 96987304

**Open Now**  
**C** **Krishnan Services Pty Li**  
 Redfern

**You should dial triple zero (000) and ask for an ambulance if you, or the person you are monitoring:**

- begin feeling cold and clammy

**You should travel to your nearest health service if you:**

- develop severe abdominal pain

- begin vomiting bright red blood

- pass stools containing bright red blood

**You should call healthdirect if:**

- your symptoms get worse

- you develop new symptoms

- you become increasingly concerned

- the Symptom Checker has not provided a clear answer

Nearest health service | Keep watch for | Self care

## Self care information for the management of abdominal pain with vomiting

### Stay hydrated and eat normally

- It is important to stay well hydrated so drink plenty of clear non-alcoholic fluids

- Ice blocks or ice packs

- Take rehydration salts

- Sports and energy drinks

- Try to eat normally

- Avoid greasy or fatty foods

### Comfort

- A heated pad or blanket

- If you are suffering from nausea

- Paracetamol is a safe option

- Antibiotics are not recommended

### Hygiene

- Wash your hands

- Clean contaminated surfaces - wash with detergent

Nearest health service | Keep watch for | Self care | General information

### Abdominal pain and vomiting

Abdominal pain can be caused by a variety of conditions. If you feel unwell for a few days, you should see a doctor.

There are several things that can cause abdominal pain and vomiting:

- food poisoning (due to eating contaminated food)

- gastroenteritis (an upset stomach)

- drinking too much alcohol

- travelling abroad (often due to a change in diet)

- nerves, excitement or worry.

Vomiting can also be a side effect of some medicines.

Most abdominal pain and vomiting, such as a fever, requires close monitoring.

Abdominal pain and vomiting that is severe, persistent or accompanied by other symptoms, such as a fever, requires close monitoring.

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Nearest health service | Keep watch for | Self care | General information | Your questions and answers

### Your answers so far:

#### Basic details

Gender/Age: **Male, 35 years**

Location: **Surry Hills NSW 2010**

#### Symptom area:

**Abdominal pain - 12 years and over**

Warm or cold skin

**Warm**

Severe pain

**No**

Vomiting and pain

**Yes**

Vomit appearance

**Green or dark yellow liquid with no food particles in it**

# Our services are here for you to use during Winter

- Promoting healthdirect
- Recommend our website: [healthdirect.gov.au](http://healthdirect.gov.au)
- Promote the Symptom Checker tool and NHSD
- Sourcing free consumer and health professional marketing material

For more information contact Jerry Bacich, Stakeholder Relationship Manager:  
[jerry.bacich@healthdirect.org.au](mailto:jerry.bacich@healthdirect.org.au) Phone: (02) 9263 9118