Healthdirect Australia

*Integrating access across the health system*

Mr. Colin Seery
CEO
Healthdirect Australia
Ensuring all Australians have access to the right advice on the appropriate care for their health issue when they need it and where they need it.
NHCCN Ltd
Established as a COAG initiative in 2006 to provide all Australians with a 24/7 health care information and telephony service

Healthdirect Australia
History

2006-08
website (July 2009)

2008-10
helpline (July 2010)

2011
Helpline (July 2011)

2012
Trading as Healthdirect Australia (Dec 2012)

2013
website/helpline (January 2013)

website (July 2012)
directory (August 2012)
helpline (Sept 2013)

Healthdirect Australia
What do we provide NSW?

Online

- healthinsite
- mindhealthconnect
- National Health Services Directory

Telephone

- after hours GP helpline
  - healthdirect
  - 1800 022 222

- NSW Ambulance Secondary Triage
- Fast Track
- After-Hours Palliative Care helpline

Online & Telephone

- pregnancybirth&baby
- gethealthy
## Value Proposition

<table>
<thead>
<tr>
<th>Procurement</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk Transfer</td>
<td>INTEGRATION</td>
</tr>
<tr>
<td>Reach and Scale</td>
<td>Telehealth Expertise</td>
</tr>
<tr>
<td>COAG Company</td>
<td>Data Collection and Management</td>
</tr>
<tr>
<td>Clinical Governance</td>
<td>Marketing</td>
</tr>
</tbody>
</table>

The ability to integrate services across:

- Jurisdictions
- Funding models
- Service delivery models
- Technologies
healthdirect
Nurse triage and information

- Over 500,000 callers in 2013/14
- 58% female : 42% male
- 34% child aged 0 – 4 yrs
- 6.00pm – 11.00pm heaviest call traffic

Most common enquiries
- Vomiting by a child
- Medication queries
- Abdominal pain

Advice Given (%)
- Self Care 21%
- Telephone GP 14%
- See GP 40%
- Attend ED 18%
- Call 000 5%
- Other 2%
after hours GP helpline
Enhancing access to primary care in the after hours

100% of calls

healthdirect Australia
Nurse triage

Operating hours
27%

After hours
73%

Managed by a triage nurse
82%

Referred to after hours GP helpline
18%

Referred to immediate face-to-face care
35%

Managed by a telephone-based GP
65%
Medicare Local Linkage Project

Call and event summary information flow

Healthdirect Australia

Nurse Triage / AGPH

Store & forward call encounter for AH services access

Caller handover to AH services

Knowledge

NHSD-AH

Access to call encounter

Acknowledgement

Handover of caller

Update/Maintain

Medicare Locals

After hours service
Pregnancy, Birth and Baby
Information and support

Current
• 0 – 1 yr
• Counselling
• Medical

Future?
• 0 -5 yrs
• Counselling
• Medical
• Behavioural
• Entitlements
• Direct referral
My Aged Care
A gateway to aged care information
What is it?

• National directory of health services and providers
• Joint initiative of all Australian jurisdictions, based on Victorian Human Services Directory

Who is it for?

• Consumers – consistent trusted information to help access services, including after hours services
• Health providers – referral and secure clinical messaging
• Medicare Locals, LHNs & jurisdictions
When is it available?

- Staged releases - GPs, Pharmacies, Hospitals & EDs
- Medicare Local, Mental Health, LHNs,
- 2013 – Aged Care, Allied Health

How will it be accessed?

- Multiple websites – healthdirect, Medicare Locals, LHNs, Government Health sites
- Mobile application
- Public and restricted APIs
**Strategic direction 3**

“Streamlining low acuity triple zero calls to healthdirect Australia who provide a free 24 hour telephone health triage, information and advice service, and help determine if an ambulance transport is the best response to the patient’s needs”.

Pilot: July 2011.
Went live 24/7 across NSW 8 April
Healthdirect Australia

Future Service Opportunities

- Chronic disease self-management
- Post-hospital discharge support
- Pre-hospital support
- Aggregation, integration and extension of current health information services
- Disability