

# Healthdirect Australia

*Integrating access across the health system*

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CEO

Healthdirect Australia

# 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.*



# Healthdirect Australia

## History



**NHCCN Ltd**

Established as a COAG initiative in 2006 to provide all Australians with a 24/7 health care information and telephony service



helpline  
(July 2010)



website (July 2012)



directory  
(August 2012)



helpline  
(Sept 2013)

2006-08

2008-10

2011

2012

2013



website  
(July 2009)



Helpline  
(July 2011)



Trading as  
Healthdirect Australia  
(Dec 2012)



website/helpline  
(January 2013)

# Healthdirect Australia

*What do we provide NSW?*



## Online



## Telephone



NSW Ambulance  
Secondary Triage

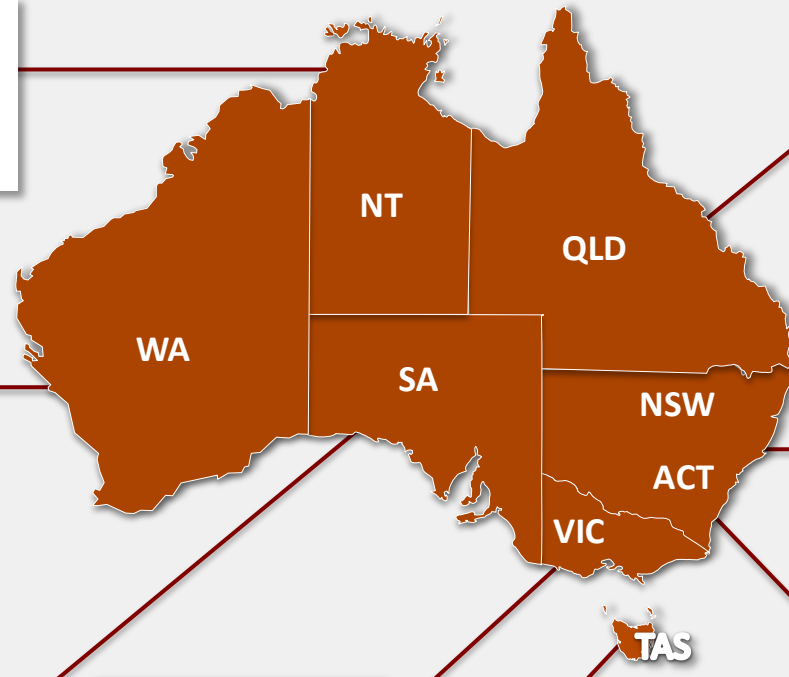
Fast Track

After-Hours  
Palliative Care  
helpline

## Online & Telephone



# Healthdirect Australia



- NT**
- Nurse Triage –*healthdirect*
  - AGPH
  - PBB
- Add ons:
- Medicines Line

- QLD**
- PBB
- Add ons:
- Medicines Line
  - AGPH
  - **Non Healthdirect Nurse Triage – 13 Health**

- WA**
- Nurse Triage – *healthdirect*
  - AGPH
  - PBB
- Add ons:
- Medicines Line
  - nPEP
  - Residential Care Line
  - St. John Ambulance Secondary Triage
  - Country Patient Assistance Transport
  - Outpatients Direct
  - Rural Nursing Posts

- NSW**
- Nurse Triage – *healthdirect*
  - AGPH
  - PBB
- Add ons:
- Medicines Line
  - Ambulance Secondary Triage
  - Fast Track
  - Get Healthy
  - After Hours Palliative Care Helpline

- SA**
- Nurse Triage –*healthdirect*
  - AGPH
  - PBB
- Add ons:
- Medicines Line
  - SA Parenting Help Line
  - Accident and Incident Management System
  - nPEP
  - Fast Track to AGPH trial

- VIC**
- PBB
- Add ons:
- Medicines Line
  - AGPH
  - **Non Healthdirect Nurse Triage – Nurse on Call**

- TAS**
- Nurse Triage –*healthdirect*
  - PBB
- Add ons:
- Medicines line
  - Child Health and Parenting Line

- ACT**
- Nurse Triage –*healthdirect*
  - AGPH
  - PBB
- Add ons:
- Medicines Line

# Healthdirect Australia

*What Value Do We Add?*



## Value Proposition

Procurement

Evaluation

Risk Transfer

**INTEGRATION**

Reach and Scale

Telehealth Expertise

COAG Company

Data Collection and  
Management

Clinical Governance

Marketing

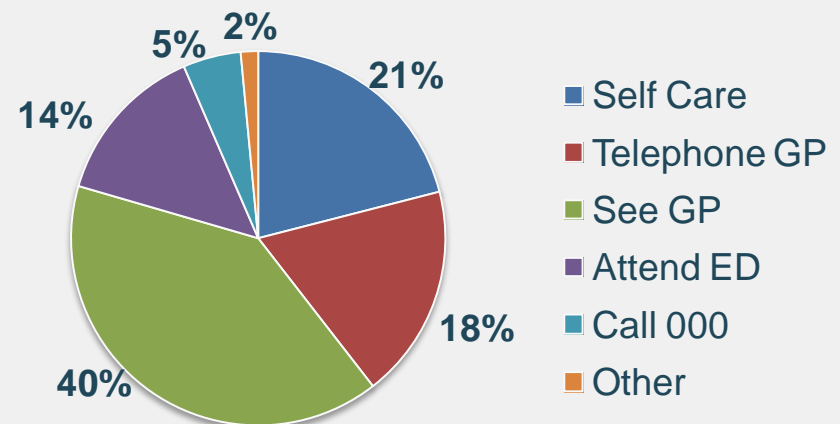
**The ability to integrate services across:**

- Jurisdictions
- Funding models
- Service delivery models
- Technologies



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

Advice Given (%)

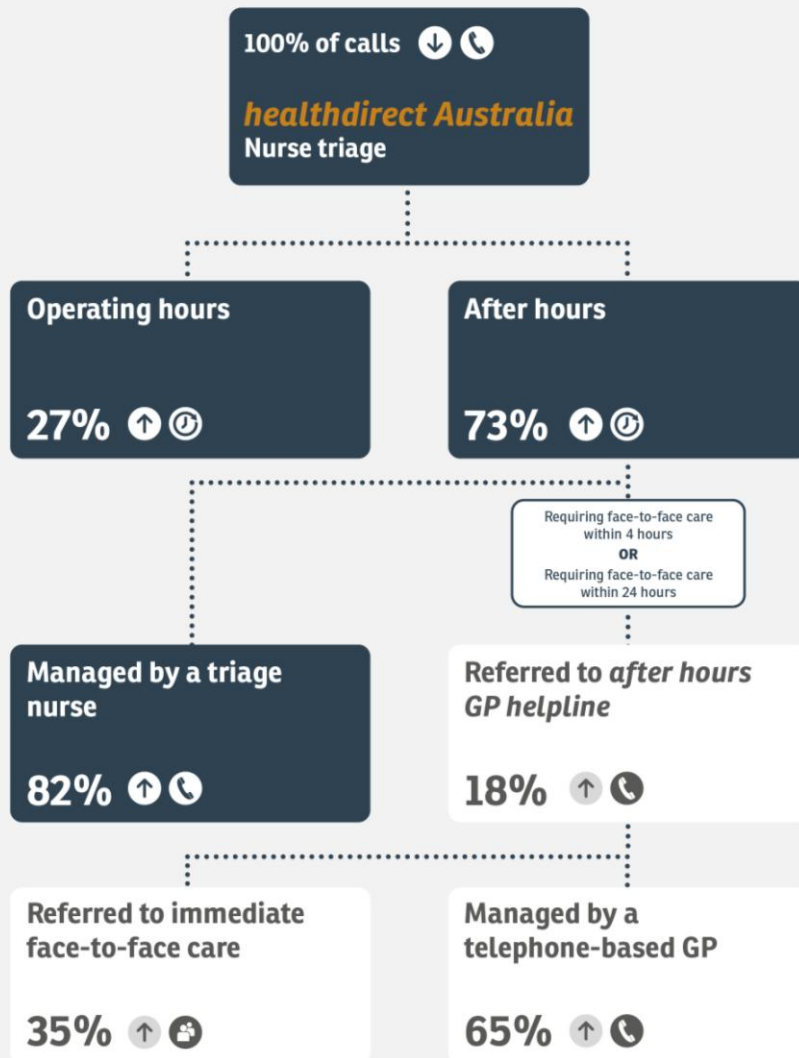


### Most common enquiries

- Vomiting by a child
- Medication queries
- Abdominal pain

# after hours GP helpline

Enhancing access to primary care in the after hours

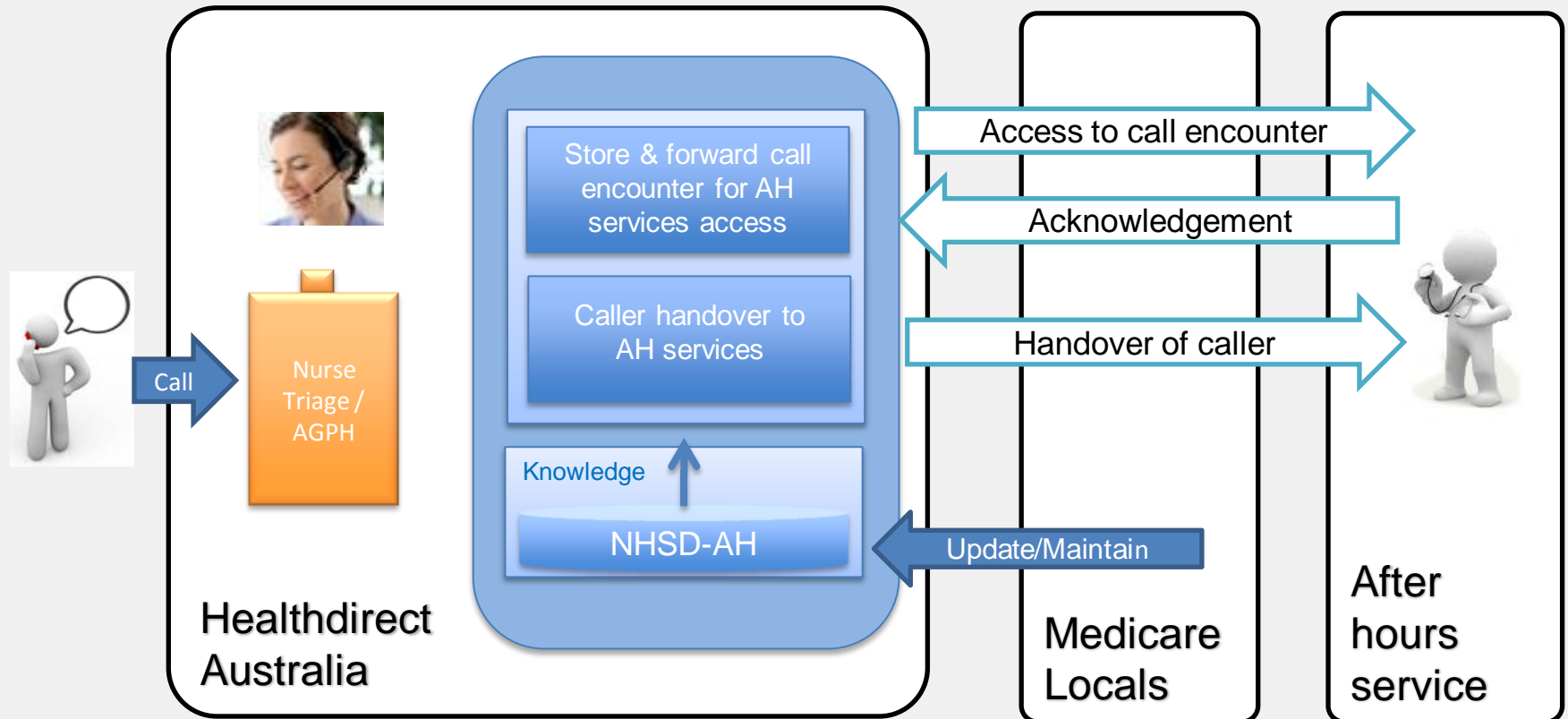




# Medicare Local Linkage Project



## *Call and event summary information flow*



# healthinsite

Health information hub



Skip to content

healthinsite  
Your gateway to quality, trusted health information

Health A-Z   Staying Healthy   Life Stages   Health Services

All about women's health.

Search e.g., chest pain, cancer

Life Stages

Find local health services anywhere

National Health SERVICES DIRECTORY

Search now

Health News

FEEL like Jay, Camilla to feel LIST properly for launch

Information for women with breast implants - update

New App helps you locate a doctor wherever you are

healthdirect AUSTRALIA

healthdirect.org.au

Or call 1800 022 222  
Talk to a registered nurse,  
24 hours a day, 7 days a week.

Stay safe in the sun  
It's important to protect your own skin and that of your children's. If you avoid sunburns you reduce the risk of skin cancer, which is one of the most common cancer types in Australia. Follow these simple tips to keep your skin healthy.

Food allergies in children  
Kids are more likely to develop allergies if there's a history of eczema, asthma, hay fever or food allergies in the family. Learn about food allergies and when to seek medical advice.

Organ and tissue donation  
We have put together a list of frequently asked questions to help you find answers and address worries around this emotionally charged topic.

Diets - do they work?  
While there are lots of diets floating around the world at any one time, we've looked at the top five fat diets that most Australian women aged 18-24 years have tried.

## Our Partners



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HEALTHDIRECT AUSTRALIA

Healthinsite is funded by the Australian Government and operated by HealthDirect Australia.

1800-022-222

healthdirect

Talk to a registered nurse,  
24 hours a day, 7 days a week.

# Pregnancy, Birth and Baby

## Information and support

The screenshot shows the homepage of the pregnancybirth&baby website. At the top left is the logo with three stylized figures in blue, teal, and red. Below it is the text 'pregnancybirth&baby'. To the right is a 'Skip to content' link. A navigation bar contains links for 'Getting pregnant', 'Pregnancy', 'Birth', 'Baby', 'Topics A-Z', 'Health services', and 'More resources'. The main banner features a close-up of a baby's face drinking from a red and white striped sippy cup. On the left of the banner is a call-to-action box: 'Talk to us for advice you can trust from our qualified counsellors' with a 'Call our free helpline 1800 882 436' button. On the right is a search bar with the placeholder text 'e.g. crying, tummy pain, sleep, milk' and a 'Search' button. Below the banner is a section titled 'Where are you on the pregnancy, birth & baby journey?' with five colored buttons: 'Before you're pregnant' (dark blue), 'First 3 months' (red), 'Second 3 months' (teal), 'Last 3 months' (blue), and 'Caring for your baby' (dark blue). At the bottom left is a 'Welcome to Pregnancy, Birth and Baby' section with the logo and text 'Free and confidential information and counselling to women, their partners, friends and relatives' and a 'Read more' button. At the bottom right is a 'Find local health services anywhere' section with the 'National Health SERVICES DIRECTORY' logo and a map.

## 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*

The screenshot shows the My Aged Care website interface. At the top, there is a purple header bar containing the phone number 1800 200 422 and the operating hours: Mon-Fri 9am - 8pm, Sat 10am - 2pm. Below the header is the myagedcare logo and a search bar with the placeholder text "Enter search term" and a "Go" button. A navigation menu includes links for Home, What help can I get, Help at home, Aged care homes, Caring for someone, Find a service, and About us. The main content area features a large image of an elderly man with glasses and a beard, identified as Costa. Below the image is a "Full story" button. To the right of the image are four vertical buttons: "What help can I get", "Caring for someone", "Healthy and active living", and "Other languages". Below the main content is a "Latest news" section with a link to a progress report. At the bottom, there are three columns of service categories: "Find a service" (with sub-links like "Help at home explained"), "Eligibility and assessment" (with sub-links like "How assessment works"), and "Financial" (with sub-links like "Help at home - costs explained"). The footer contains the Australian Government logo, social media sharing icons, and a copyright notice.



1800 200 422  
Mon-Fri 9am - 8pm  
Sat 10am - 2pm

- Home
- What help can I get
- Help at home
- Aged care homes
- Caring for someone
- Find a service
- About us



**Costa**  
Since Costa's wife passed away last year, he's had to get used to cooking and keeping the house tidy by himself...  
[Full story](#)

- What help can I get
- Caring for someone
- Healthy and active living
- Other languages

**Latest news** The Department of Health and Ageing has delivered a progress report on its Aged Care...

- Find a service**
  - Help at home explained
  - Find help at home services
  - Aged care homes explained
  - Find aged care homes
- Eligibility and assessment**
  - How assessment works
  - Find an Aged Care Assessment Team
  - Aged care services
- Financial**
  - Help at home - costs explained
  - Aged care homes - cost explained
  - Planning ahead

A-Z list of all topics | Site map  
Share this page



# National Health Services Directory

*Enabling people to navigate the health system*

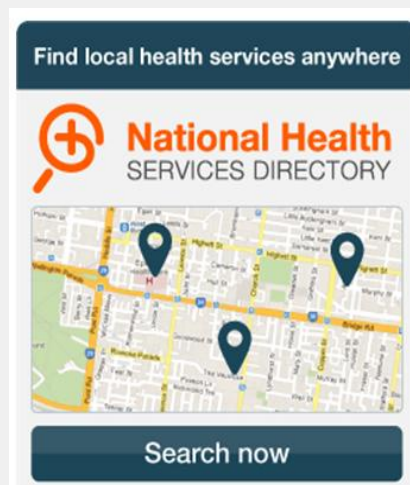


## What is it?

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

## Who is it for?

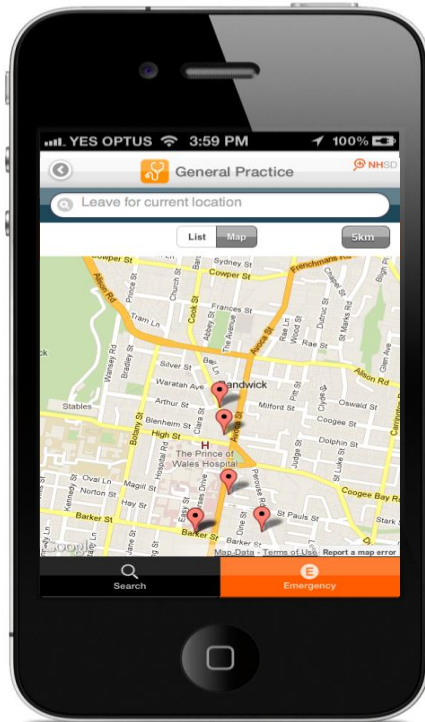
- Consumers – consistent trusted information to help access services, including after hours services
- Health providers – referral and secure clinical messaging
- Medicare Locals, LHNs & jurisdictions



# National Health Services Directory



*Enabling people to navigate the health system*



## 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

# NSW Ambulance Secondary Triage

*Assisting NSW to Manage Demand*



## ***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**