

# Healthdirect Australia Services



*Mary Byrne, Service Director, healthdirect services*



# Healthdirect Australia

## About us



Healthdirect Australia designs and delivers innovative services for governments to provide every Australian with 24/7 access to the trusted information and advice they need to manage their own health and health-related issues.



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## Sharing trusted knowledge

*No matter where people live, or what time of the day or night it is, they can talk to a health professional, find trusted advice online about how to manage their issue, and locate the closest appropriate and open service that meets their needs.*



healthdirect

after hours GP helpline



after hours GP helpline



pregnancybirth&baby  
support for women, partners & families

Pregnancy, Birth and Baby



myagedcare

My Aged Care



mindhealthconnect

mindhealthconnect



National Health  
SERVICES DIRECTORY

National Health Services  
Directory



Carer  
Gateway

Carer Gateway

# Healthdirect Australia

Services within New South Wales



healthdirect



National Health Services  
Directory

after hours GP helpline  
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mindhealthconnect

mindhealthconnect

Quitline  
13 7848

The Palliative Care  
After Hours Helpline

1800 548 225



get healthy  
Information & Coaching Service


Get Healthy

# Providing advice and information

Last year we handled more than 80 million requests for health and related information and advice.







Safe, practical health information and advice

healthdirect is a free service supported by the governments of Australia

[Check your symptoms](#)[Find a health service](#)[Find health information](#)

## Symptom checker

- Abdominal pain
- Anxiety and depression
- Breathing problems
- Colds and flu
- Fever
- Rashes and skin problems
- Sexual health
- Other symptoms

[START SYMPTOM CHECKER](#)

# Symptom Checker and healthdirect app

Healthdirect app (in main app stores)

[www.healthdirect.gov.au/health-app](http://www.healthdirect.gov.au/health-app)

## Symptom checker

1. Symptom selection

2. Basic details

3. Detailed questions

4. What to do next

### Cause of pain

Please select the option that applies to you.

- Pain has been caused by a recent injury
- Pain is affecting your joints and not due to injury
- None of the above

### Your answers so far:

Symptom area:  
Leg pain

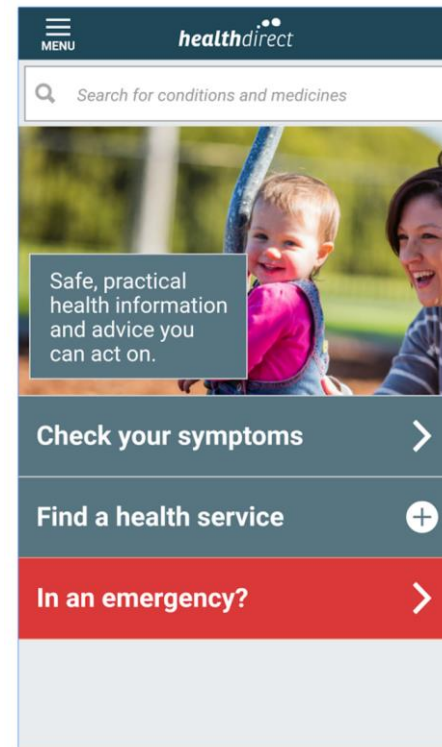
Edit

Basic details  
Gender/Age: Female, 24 years  
Location: Engadine NSW 2233

Edit

< PREVIOUS

NEXT >



# Helplines

*healthdirect helpline and after hours GP helpline*

## **1800 022 222**

- **Calls answered by a registered nurse**
  - Symptoms / health issues assessed with the ‘support’ of clinical algorithms
  - Outcomes of calls
    - Advice on level and urgency of care that may be needed
    - Advice on managing the health issues at home or until the caller/patient gets to the recommended care
- **In the after hours period – callers who were recommended to see a GP offered the option of a call back from a GP on the helpline**
  - Call backs within 15 minutes or 1 hour
    - Often able to assist caller/patient to manage symptoms at home with no further care or until business hours to then see own GP.

# NSW after hours Palliative Care Helpline

- **Main focus – empower the patient and family / carers to feel confident managing the patient’s concerns**
  - Symptom advice
  - Palliative care information
  - Support/counselling
- **Call answered by set of nurses on healthdirect helpline with palliative care training**
  - Broad assessment of the needs of caller
- **Support to manage common symptoms**
  - Palliative care focus
  - **Align with care plans the patient already has**
- **Callers with more complex issues and needs**
  - Transferred to specialist palliative care nurses



# Healthdirect Australia for you

*To complement the care you provide*

## ***Tools for your patients to increase their ability to manage their own health***

- Support users of the services to manage their own health where that is appropriate
- Point users to the care they need in the timeframe they need it – with strong messages where urgent care is needed
- Support users to understand their own health issues and know what to do this time and next time