

## Queensland's 13 HEALTH Service – Your Questions Answered

The 13 HEALTH service (13 43 25 84) is now available throughout the state of Queensland. Through our consultations with various health professionals and community organisations, we have prepared a list of frequently asked questions regarding the 13 HEALTH service. These are detailed below:

| GENERAL INFORMATION |   |  |
|---------------------|---|--|
| No.                 | Question  | Answer   |
| Q1                  | What is the purpose of 13 HEALTH?                       | 13 HEALTH provides health information, referral and teletriage services to the public in all parts of Queensland for the cost of a local call. Calls from mobile phones may be charged at a higher rate. Please check with your telephone service provider.<br>13 HEALTH is available 24 hours a day, seven days a week, 365 days a year.  |
| Q2                  | What is teletriage?                                     | Triage comes from the French word "Trier" to sort. Teletriage is a safe and effective way of providing health – related advice delivered by health care professionals via the telephone. Telephone triage may include symptom assessment, home treatment advice, referral, information, disease management and crisis intervention.  |
| Q3                  | Who provides triage services within this service?       | 13 HEALTH Triage services are provided by Registered Nurses using a clinical decision support system which uses clinically proven protocols to assist the nurses in determining the appropriate recommendation of care. The protocols have been reviewed by the established Clinical Advisory Panel which includes metropolitan, rural and remote GPs, dentists and pharmacists.   |
| Q4                  | What is QFinder?  | QFinder is an online resource which provides a listing and search capability covering a range of health and community services in Queensland. It includes an extensive range of services offered by public providers as well as by private and non-government organisations. QFinder is used as a resource within 13 HEALTH to direct callers to services in their local area. It will also be available on the Internet for the public and other health and community service providers to use. |
| Q5                  | How is information collected and maintained in QFinder? | Queensland Health has procured content management services for the collection and ongoing maintenance of QFinder data. Listings are updated at regular intervals to ensure that information is current and accurate.   |



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| No.                                      | Question  | Answer  |
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| Q6                                       | What type of information will be available in QFinder?  | The service record information displayed on the screen falls into two categories - mandatory and additional information. The mandatory information requirements include: service name, street address, contact details such as telephone and fax, and hours of operation. Additional information includes: practitioner gender, languages spoken, charging options, whether appointments are required, eligibility criteria, accessibility options and referral methods/options. Not all services will choose to list all the additional information. |
| Q7                                       | With regards to privacy and confidentiality, what protects a caller from other companies obtaining and using their private information?   | All triage calls made to 13 HEALTH will be recorded as a confidential medical record. Only staff within 13 HEALTH will have access to this information as part of regular performance reviews and for training purposes. For information calls, caller details are not required.  |
| Q8                                       | How long has the service been operational in my area?   | The service has been available in all parts of Queensland since 24 April 2006. In the 12 months to 24 April 2007, 13 HEALTH took over 145,000 calls, or around 400 calls per day from the public.   |
| Q9                                       | What will the process be for advising, informing and educating the community in use of 13 HEALTH?   | A mass media marketing campaign was undertaken to launch 13 HEALTH to the general public. Promotional materials were sent to all Queensland households advertising the service. Media such as local TV, radio and newspapers have been utilised to generate awareness of 13 HEALTH.   |
| <b>INFORMATION FOR SERVICE PROVIDERS</b> |   |   |
| Q10                                      | Does QFinder list individual practitioner information?  | Listings will provide information at practice level and not list names of individuals working within a particular service, except where a service name is that of a practitioner e.g. Dr John Smith's Family practice.  |
| Q11                                      | Does QFinder include GP billing information?  | Providing GP billing information is an optional field for the provider and may not be available in QFinder.   |
| Q12                                      | When a caller requests information on a health service in a particular area, what happens if there are several listings available? Will callers be given the same listings each time? | The QFinder database randomly sorts details of service providers of a particular type within the caller's local area so that results are not always presented in the same order.  |



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| No. | Question   | Answer   |
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| Q13 | Who will have access to the information contained within QFinder and how will it be accessed?                  | QFinder is available to staff within the 13 HEALTH call centre. Queensland Health staff, health care professionals and the general public will be able to access QFinder through the Queensland Health intranet and internet websites.   |
| Q14 | Once my service is included in QFinder, is it possible to remove or suspend our record?                        | Yes, service providers have the option to remove or suspend their listing in QFinder as required.  |
| Q15 | Can my service access QFinder directly and update our record?  | The nominated contact within each service may update the service information online. In addition, the QH content manager will contact each service on a regular basis as a reminder to check for any changes.  |
| Q16 | The Medical Centre where I work has closed its books to new patients - should we still be included in QFinder? | Yes, it is worthwhile being included in QFinder even if your practice is not taking new patients. The record can be suspended at any time which will mean that the 13 HEALTH staff and the general public cannot view your information, but that the content management company can contact you at the next update cycle to determine if your record should be re-activated.             |
| Q17 | Are there any costs associated with listing in QFinder?  | No, listing in QFinder is free of charge to all eligible health and community service providers.   |
| Q18 | How do I list my service on QFinder?   | To express an interest in listing, send a brief outline of your service to the content managers by email: <a href="mailto:QLD_Directory@health.qld.gov.au">QLD_Directory@health.qld.gov.au</a> or by telephone on 1300 366 836 and if your service is eligible, a registration form will be sent to you at the email or postal address you nominate.                                     |
| Q19 | What if I don't have a business email account?   | The process can be managed via a personal email account. If this account ceases to operate or the contact person within your service changes, you should contact the content manager (details above). Failing this, the content manager will make a phone call to collect a new address from your service if an email reminder to review the record receives no response within 28 days. |
| Q20 | If I don't have an email address can I still register my service?  | Yes, the processes of registering and updating can be completed by post. Simply phone 1300 366 836 and a registration post pack can be sent to your address.   |



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