



Queensland's 13 HEALTH Service – Your Questions Answered

The 13 HEALTH service (13 43 25 84) is available throughout the state of Queensland. Through our consultations with various health professionals, community organisations and the public, we have prepared a list of frequently asked questions regarding 13 HEALTH and QFinder – the Queensland directory of health and community services. 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. For calls via VoIP (Voice over Internet Protocol) it is advised that you check with your telephone service provider as to the cost. 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's 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	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.
Q5	How long has the service been operational?	The service has been available in all parts of Queensland since 24 April 2006. As at 8 June, 2009, 13 HEALTH has handled over 580,000 enquiries. Over the past year, 13 HEALTH has received around 678 enquiries per day, from the public.
Q6	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. If you would like a 13 HEALTH fridge magnet please call 13 43 25 84.
Q7	Why might I be having difficulty reaching 13 HEALTH?	If you are unable to connect to 13 HEALTH or you are receiving an engaged tone when calling the service (13 43 25 84), there are a few things to consider or check: <ul style="list-style-type: none"> • If you are attempting to contact 13 HEALTH from outside the Queensland borders the call will not connect. It is recommended that in this circumstance you contact your local health service provider or call HealthDirect Australia on 1800 022 222 If you are using Voice over Internet Protocol (VoIP) and you are having difficulty connecting it may be useful to dial 13 HEALTH using only the first 6 digits of the phone number (13 43 25). If you are still unable to connect to 13 HEALTH then please contact your service provider to discuss the issue or contact 13 HEALTH using a landline or mobile phone
Q8	What resources do 13 HEALTH Staff use to assist callers?	13 HEALTH nurses use The Queensland Health Information Directory for fact sheet information as well as health resources created by the Health Departments of South Australia and Victoria. For locating services, such as Medical Centres, Pharmacies, Dentists and Hospitals, QFinder – the Queensland directory of health and community services is used. This resource is available to the public at www.qfinder.qld.gov.au

INFORMATION ABOUT QFINDER FOR SERVICE PROVIDERS

Q7	What is QFinder?	QFinder is a publicly available online resource which provides a listing and search capability covering a range of health and community services in Queensland. See www.qfinder.qld.gov.au 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 is also available on the Internet for the public and other health and community service providers to use.
Q8	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.
Q9	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.
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.
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 and by going to www.qfinder.qld.gov.au
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, go to www.qfinder.qld.gov.au and look for the link on the left hand side which says "Register your service". This will take you to an online template. Alternately, you can send a brief outline of your service to the content managers by email: QLD_Directory@health.qld.gov.au 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 or fax. Simply phone 1300 366 836 and a registration post pack can be sent to your address.