

What is a telenurse?

Health Contact Centre (HCC) telenurses are registered nurses who utilise a Clinical Decision Support System (CDSS) to deliver effective and timely triage over the telephone.

All new staff undertake a comprehensive, competency-based training program which authorises them to deliver evidence-based care on behalf of Queensland Health.

What does a telenurse do?

The primary responsibility of HCC telenurses is to assess caller's symptoms and provide advice with the guiding principle that the patient receives the right level of care at the right time.

Telenurses perform the following activities:

- Provide a 24 hour, seven day consumer service for access to safe, consistent clinical care
- Provide clinical advice to callers on managing their symptoms at home and providing general information on health matters
- Provide input to the continuous quality cycle of the HCC
- Participate in learning and development activities and peer support through clinical supervision, quality monitoring and reflective practice.

“I have always enjoyed variety in my work and working as a telenurse provides plenty of variety. The supportive environment at the HCC provides excellent leadership and encourages personal growth and career development.”

Lisa Courtney - Telenurse

Is this you?

- strong communication skills
- empathetic
- problem solver
- good technical aptitude.



Examples of telephone triage could be a caller who is experiencing a headache; a concerned mother whose child has a fever; or someone with symptoms which may require evidence based advice on appropriate home care management of their symptoms.

Where can telenurses work?

As part of Queensland Health, the HCC provides a platform from which a variety of state-wide services are delivered. Services include chronic disease self management, child health early intervention, referral and counselling services, and crisis intervention.

Where can a telenurse specialise?

There is scope for career progression within the service. There are team leader positions which provide coaching, leadership and support to the RNs. In addition there are three nurse unit managers and two clinical nurse consultant (telehealth) positions.

A number of staff also have additional training in specific call centre practices and applications which enable them to deliver training programs and provide expertise within a given area.

There are post graduate certificates available in telenursing and opportunities also exist for staff to undergo additional training to enable them to fulfil other roles such as a COACH telenurse or child health advisor.

What are the benefits of working for Queensland Health?

HCC staff benefit from flexible shift patterns, choice of part time or casual positions, and involvement in informal and formal support networks. Telenurses receive specialised training, gain experience in decision-making and are supported in their new role through a comprehensive training and development framework.

The Health Contact Centre is located in the Brisbane suburb of Mt Gravatt, close to public transport with secure parking facilities and is easily accessible for staff in Brisbane metropolitan areas.

How do you become a telenurse?

To become a telenurse you need to be a registered nurse, licensed to practice with the Queensland Nursing Council (QNC). There is also a requirement to be registered with the Nurse's Board of New South Wales. This cost is met by Queensland Health.

The recruitment and selection process requires the applicant to meet a number of key skill requirements, specified in the role description. It also includes a short written application followed by a face to face panel interview as well as a telephone based interview/assessment conducted by a specialist call centre recruitment agency.

On successful recruitment to the service, there is a 10 day competency based training and induction program, followed by a 12 week preceptorship period.

Where can I find more information?

HCC Nurse Unit Managers

Phone: (07) 3877 8257

HCC Administrative Support

Phone: (07) 3877 8257

Information and job advertisements for recruitment cycles are available in newspapers and on the HCC and SEEK websites: www.health.qld.gov.au/wwwhccp

To find out more about the exciting career opportunities in Queensland Health and what we can offer you go to:

www.health.qld.gov.au/workforus

Do great things every day

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