

Media statement

18 November 2019

Your pathway to care

A new campaign to highlight residents' options for healthcare has been launched today.

Your pathway to care was developed by Sunshine Coast Hospital and Health Service (SCHHS) in partnership with Central Queensland, Wide Bay, Sunshine Coast PHN to help educate the community on the healthcare options available to them—from their home to the best place for primary and/or secondary care in the Sunshine Coast/Gympie region.

SCHHS Acting Chief Executive, Karlyn Chettleburgh, said *Your pathway to care* was a great way to show the many healthcare options available.

"We are working with local health providers to care for our community. It's important for community members to know their healthcare options," Ms Chettleburgh said.

PHN Chief Executive Officer Pattie Hudson said the commissioning agency, which works closely with general practice, had a number of initiatives connecting the community with appropriate medical care.

"Since 2017, the PHN has worked with SCHHS on the Right Place Right Time emergency department avoidance campaign, which includes a website of the same name, and access to free online medical advice via Health Direct," Mrs Hudson said.

"*Your pathway to care* complements this and highlights the various healthcare options available to the community.

"Stepping through symptoms on rightplacerrighttime.com.au or speaking with a health professional listed on the site can connect people with a clearer idea of when and where they should seek help.

"For example, we know otherwise healthy adults with a common illness like a bad cold are likely to be better off staying at home and seeing their local GP than heading to hospital for what can often be a long wait."

Ms Chettleburgh said while there are many healthcare options, our message to the community remained, if you have a serious illness or accident, or suspect a heart attack or stroke, visit a hospital emergency department or phone 000.

"But if you want to look at other options, you can find a GP that is open right now by visiting rightplacerrighttime.com.au or you can visit the Minor Injury and Illness Clinic (8am-8pm) at Caloundra Health Service."

Other options include:

Sunshine Coast

Hospital and Health Service

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- Speaking to a nurse 24/7 by phoning 13 HEALTH (13 43 25 84)
- Phoning 1300 MH Call (1300 64 22 55) for individuals over the age 18 if you have concerns about your mental health or calling the Child and Youth Mental Health Service (07) 5202 9500 under age 18.

“And remember, your local pharmacist can also provide some health advice for your family,” Ms Chettleburgh said.

Campaign collateral:

Your pathway to care video short version: <https://vimeo.com/373040946>

Your pathway to care video long version: <https://vimeo.com/373042110>

Your pathway to care

poster: https://www.health.qld.gov.au/_data/assets/pdf_file/0035/928790/your-pathway-to-care.pdf

ENDS

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