

Health Contact Centre In association with Logan HHS Graduate Nursing/ Midwifery Program

Centre Overview

The Health Contact Centre (HCC) provides 24/7 health assessment and information services to Queenslanders using phone and online delivery models. We have a multidisciplinary healthcare team delivering sixteen statewide services predominantly in the primary and prevention health domains.

The HCC interacts with 4200 Queenslanders per day, who call us on 13 HEALTH (13 43 25 84) and 13 QUIT (13 78 48).

<https://qheps.health.qld.gov.au/health-contact-centre>

13 HEALTH Virtual Care

The 13 HEALTH Virtual Care (13 HEALTH) provides evidence-based advice and recommendations to all Queenslanders regarding their health concerns. The calls are answered by Registered Nurses and aims to:

- provide expert nursing assessments using evidence-based knowledge.
- ensure clients are directed to the most appropriate resource in an appropriate timeframe; reducing unnecessary or inappropriate presentations to emergency departments.
- improve long-term health outcomes for Queenslanders.
- guide to local resources
- educate and advise about body functions, systems, and appropriate self-care at home.
- give optimal recommendations and/or time frames to seek medical treatment if required.

The service can be accessed by all Queenslanders by calling 13 HEALTH (13 43 25 84), 24hrs, 7 days a week.

2025 Graduate Program Overview

- 6 Months rotation shared with another Logan HHS Unit.
- 2-week full time orientation and onboarding process with dedicated support on a ongoing basis.
- Speciality skills and certification in an Internationally recognised Emergency Communication Nurse System.
- 2 study days
- No night duty, rostered shifts between 0600hrs and 0030hrs.

The HCC has over 130 Registered Nurses employed in the Virtual Care Service and the service is delivered out of a purposefully designed contact centre located at Upper Mount Gravatt.

The Nurses can take 15-30 calls per shift, depending on the shift and time of the year, because seasonal changes affect the call volumes.

The service receives compliments regularly from the Qld public:

- “The Nurse provided very caring and effective support advice for our 14 year old son’s cough and fever. It was a relief to be able to request and receive solid advice at 8.45pm at night. You provide a really worthwhile service and it is greatly appreciated. Thank you.”
- “I am very impressed with how thorough the assessment was and efficient in assessment and advice.”



Service background

13 HEALTH was developed in 2006 to:

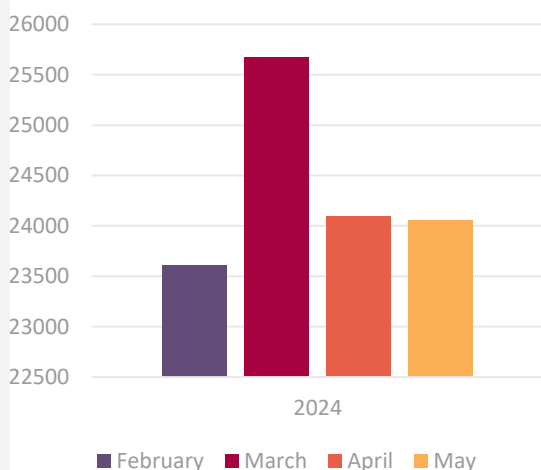
- provide health advice to all Queenslanders.
- assist Queenslanders to make an informed decision to go to a General Practitioner (GP), pharmacy or emergency department.
- reduce non-emergency related attendances at emergency departments.

All calls to 13 HEALTH go through to a Customer Service Adviser (CSA) from Smart Service Queensland (SSQ). The caller is then transferred to a Registered Nurse (RN) for health information and symptom assessment.

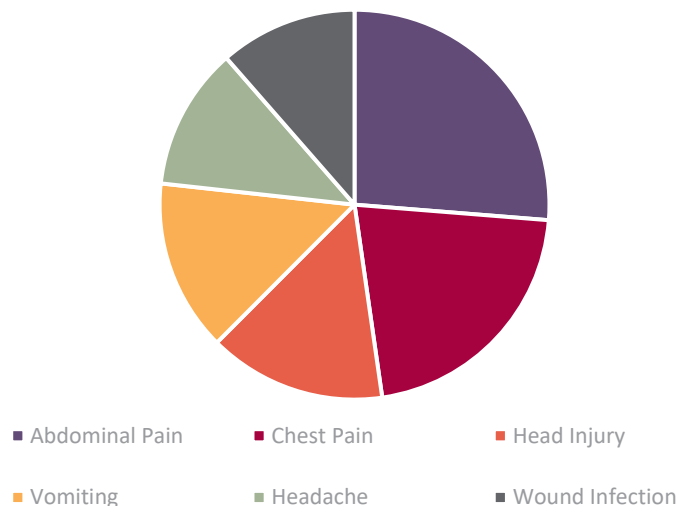
Nurses use a program called LowCode which has over 200 symptom-based protocols to recommend an appropriate time and place of care. The nurse may:

- refer a caller to their GP or pharmacist,
- refer a caller to another other health care provider or service for example Minor Injury and Illness Clinic or Urgent Care Clinic,
- transfer the caller to Queensland Ambulance Service (QAS) via a conference call,
- provide self-care advice for callers to remain at home, and
- provide instructions if symptoms become worse.

Calls answered by 13 HEALTH
Virtual Care Nurses / month



Top Protocols Used in February 2024



Another fantastic compliment received:

“I don’t have the name of the nurse I spoke with, but the latest, and other times I have called, the support and care provided is outstanding by 13Health. This is such a valuable service and as someone who lives alone, it can be scary when you’re injured or sick and don’t know what to do. The nurses are incredible and personable that I genuinely feel there is someone who cares on the end of the phone. Thank you for this service and to the triage nurses.”