

# NURSE-ON-CALL

Quarterly Newsletter 1 October-31 December 2007

## *Are customers satisfied with NURSE-ON-CALL?*

NURSE-ON-CALL has now been in operation for over 17 months. 619,381 calls have been answered in this time.

## *How many Victorians called NURSE-ON-CALL?*

NURSE-ON-CALL answered over 93,590 calls between October and December 2007.

Weekends remain the busiest times, with most calls received on a Sunday evening. Calls received on the weekend account for 33% of total calls received by the service between October and December 2007.

## *Who calls NURSE-ON-CALL?*

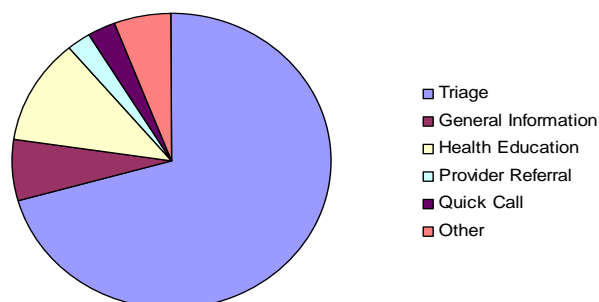
- 88% of calls received were directly from the public and 12% were transferred from hospitals.
- Women made 72 % of callers.
- Males made up 40% of patients.
- In October-December 2007, 73% of calls received were from metropolitan Victoria and 27% were from regional Victoria. These figures were the same for the last quarter and remain consistent.



## *What happened when people called NURSE-ON-CALL?*

- On average, each caller spoke to a registered nurse for 8 minutes.
- Triage accounted for the majority of calls – a full summary of the call outcome is shown below.

Summary by Outcome - % of total calls	Percentage
Triage	70.5%
General Information Provided	6.8%
Health Education	11.6%
Provider Referral	2.6%
Quick Call (Includes wrong numbers, prank calls, hoax calls)	2.7%
Other (not recorded, admin file, transferred internally, etc)	5.8%



*NB: A single call made to NURSE-ON-CALL can result in two or more calls outcomes. For example, a caller might be provided with general information and a referral to a service.*

### What advice did callers seek?

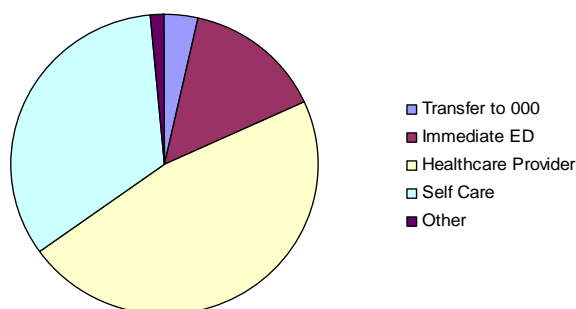
The most frequently requested Health Education topics were: Chicken Pox (10.4%), Fever in children (7.5%), Shingles (3.7%) and Gastroenteritis (1.8%).

Summary of Top 10 Triage Guidelines Used	
1. Vomiting (Paediatric) 5.5%	6. Diarrhoea/ Change in Bowel Habits 2.2%
2. Fever (Paediatric) 4.4%	7. Rashes, Widespread, Cause Unknown (Paediatric) 2.1%
3. Abdominal Pain/Discomfort 3.4 %	8. Chest Pain/Discomfort 2.1%
4. Nausea/Vomiting 2.8%	9. Medication Questions Encounters 1.2%
5. Diarrhoea (Paediatric) 2.5%	10. Trauma-Head (Paediatric) 1.1%

NB: Data from health call advice lines in other states indicates that the most frequently used guidelines and top topics for health information varies each season.

### What were the final dispositions\* of calls to NURSE-ON-CALL?

Summary of Final Disposition	Percentage
Transfer to 000	4.2%
Attend Emergency Department Immediately	15.5%
See Healthcare Provider	46.5%
Self Care	32.3%
Other (includes Poisons, Police, etc)	1.5%
Total	100%

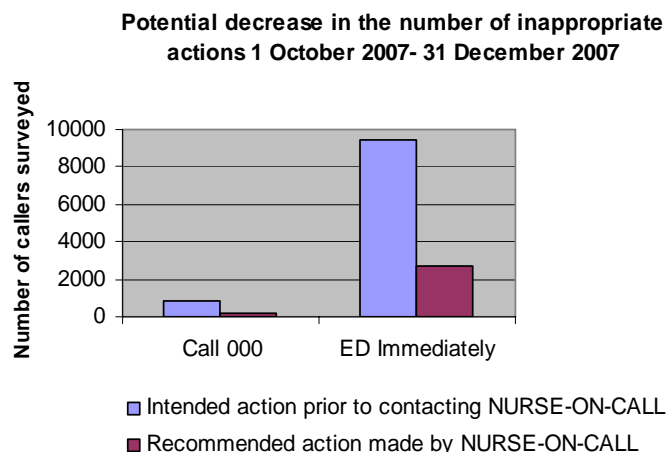


\*Disposition refers to the recommendation made by NURSE-ON-CALL

### What did Callers intend to do and what were they advised by NURSE-ON-CALL?

Approximately 70% of callers are asked what they would have done if they had not rung NURSE-ON-CALL. In some cases the action that callers intended to take was different to the action NURSE-ON-CALL advised them to take. See graph for examples.

Each month there are also a small proportion of callers who do not realise the severity of their illness and intend to stay at home and care for themselves. For example, of the 8858 callers surveyed in October-December 2007 who said that they would have stayed at home, 1098 of them needed urgent medical care and/or an ambulance transfer.



NB: It should be noted that whilst NURSE-ON-CALL may recommend a certain action the caller may not necessarily heed the advice given.

### NURSE-ON-CALL – Interpreting Services

Did you know that information about NURSE-ON-CALL is available in 15 different languages?

[www.health.vic.gov.au/nurseoncall/language.htm](http://www.health.vic.gov.au/nurseoncall/language.htm)

Did you know that NURSE-ON-CALL can provide an interpreter service for people who do not feel confident using English?

Did you know that the National Relay Service is available to assist callers who are hearing or speech impaired?

It is imperative that **all Victorians** can access NURSE-ON-CALL. We encourage health providers to continue to support culturally and linguistically diverse communities to access NURSE-ON-CALL for health advice.

For more information about NURSE-ON-CALL see our website [www.health.vic.gov.au/nurseoncall](http://www.health.vic.gov.au/nurseoncall)