



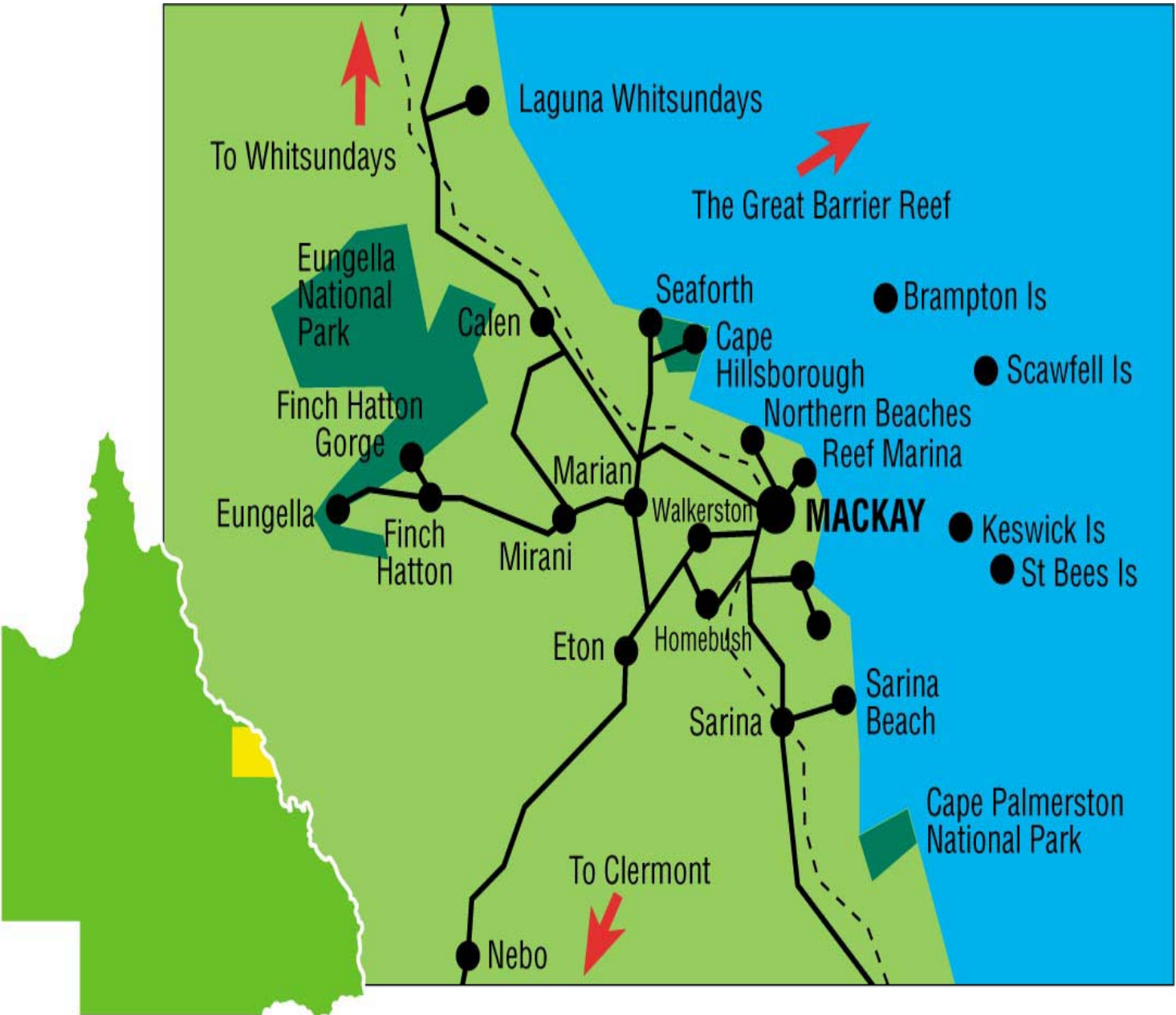
# The Way Forward



rural **healthline**

quality after hours advice

Ellen Reiner  
National Divisions Forum 2003



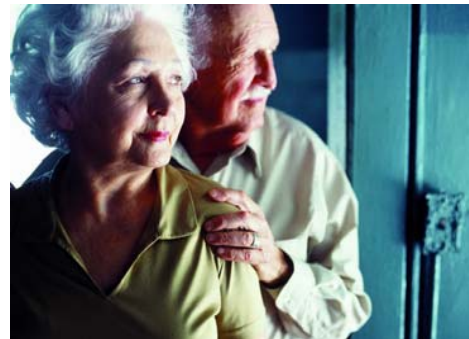


# What and How

- **Service delivery project funded by the commonwealth Government**
- **Consultative process – hospital, GP community ambulance**
- **Research nationally for like projects**
- **Local solutions to regional issues**



# Local private hospital



**Walk-in  
after hours  
service**





# Further consideration

- **Workforce**  
GP relief, consumer options, “local” service
- **Indemnity**  
hospital employer, protocols ↓risk
- **Sustainability**  
promotion and education, small cost to consumer





# Where we are now

- **Preliminary findings:**  
3 months op/first report due/usage varies/more promotion to be done
- **Feedback from nurses:**  
grow more confident/v.satisfied with working with protocols
- **Feedback from GP:**  
AH GP no intrusion, gathering FB from rural GP
- **Feedback from consumers:**  
grateful for reassurance and direction





# The way forward

- **Explore local resources to solve local problems**
- **Consider nurse telephone triage**
- **Develop and deliver new services on government funding**
- **Sustainability – financial/longevity**

