

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Additional Estimates 2011-2012, 15 February 2012

Question: E12-256

OUTCOME 5: Primary Care

Topic: HEALTHDIRECT AUSTRALIA

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Senator McKenzie asked:

Please provide for each month since July 2007 all call episodes leading to a 'seek medical care within one to four hours' recommendation.

Answer:

The number of calls leading to a 'see doctor within four hours'\* recommendation for each month since July 2007 are as follows:

Date	Number of calls
Jul-07	2,431
Aug-07	2,128
Sep-07	2,104
Oct-07	2,122
Nov-07	2,130
Dec-07	2,270
Jan-08	2,202
Feb-08	1,966
Mar-08	2,343
Apr-08	2,086
May-08	2,227
Jun-08	2,259
Jul-08	3,408
Aug-08	5,206
Sep-08	5,581
Oct-08	5,781
Nov-08	5,702
Dec-08	6,062
Jan-09	6,162
Feb-09	5,322
Mar-09	5,802
Apr-09	5,850
May-09	6,485
Jun-09	6,943
Jul-09	8,781
Aug-09	8,625
Sep-09	7,217
Oct-09	7,551
Nov-09	7,441
Dec-09	8,325

<b>Date</b>	<b>Number of calls</b>
Jan-10	7,695
Feb-10	6,469
Mar-10	7,211
Apr-10	7,186
May-10	6,833
Jun-10	6,788
Jul-10	7,154
Aug-10	7,513
Sep-10	7,762
Oct-10	8,157
Nov-10	7,647
Dec-10	8,340
Jan-11	8,379
Feb-11	7,003
Mar-11	7,442
Apr-11	7,523
May-11	7,088
Jun-11	7,556
Jul-11	8,334
Aug-11	8,877
Sep-11	8,715
Oct-11	9,294
Nov-11	9,500
Dec-11	10,796
Jan-12	10,564
Feb-12	9,148

[\*Note: The closest *healthdirect Australia* nurse triage disposition to 'seek medical care within one to four hours' is 'see doctor within four hours'].