



FACT SHEET

CORONAVIRUS (COVID-19)

NATIONAL HEALTH PLAN

Primary Care – Central Patient COVID-19 Triage Hotline –1800 020 080

The national 24/7 hotline will be expanded to help triage people with respiratory symptoms and those who are concerned about contact with a possible COVID-19 case.

Alternatively, potential COVID-19 patients can present in person to a GP clinic, a dedicated respiratory clinic or to a hospital ED if they call ahead.

Why is this important?

People who would otherwise present at hospital emergency departments or GP clinics – and risk spreading COVID-19 – can also be given advice over the phone by trained health professionals.

Depending on their circumstances, people will be advised to attend a public hospital respiratory clinic, a primary care respiratory clinic, to self isolate at home, to seek a medical practitioner telehealth consultation or to take no further action. This will help reduce the risk of transmission and conserve Personal Protective Equipment.

The hotline will also provide facilities to support telehealth consultations – where providers or patients may not have access to the appropriate ICT – and maintain a comprehensive national directory of available health services.

This hotline is essential to the effective implementation of the MBS Telehealth measures, the primary care respiratory clinics and existing private patient-GP call arrangements.

To provide a single central, national port of call, the existing healthdirect information line services will be increased to a 24/7 triaging service staffed by qualified health professionals.

Who benefits?

All Australians will have access to a single, trusted point of information and triage for COVID-19. The hotline will 'stream' suspected COVID-19 patients and assist with containment and spread of infection.