

# 25 YEARS of Impact on New Zealand

FREE health advice  
when you need it

**Healthline**  
0800 611 116

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 Whakarongorau Aotearoa//  
New Zealand Telehealth Services//

## From 16 nurses to 3.45 million Kiwis served:

Over our 25-year journey, Healthline has grown from **a small team of 16 nurses** to a trusted nationwide service that has **supported more than 3.45 million** New Zealanders through approximately **6.7 million** health concerns.

### KEEPING FAMILIES TOGETHER AT HOME



**Every day, approximately 250 people** are directed to walk-in clinics instead of emergency departments

**840 out of every 1,000 callers** stay safely at home or get care in their community

Parents no longer need to bundle sick children into cars at 2am – **they can call us first**

### THERE WHEN YOU NEED IT MOST

**Around 1,000+ people every day call Healthline** when they're worried about their health



**Healthline resolves approximately one-third of calls with safe home-care advice, refers roughly one-third to GPs or health services, and directs less than one-third to urgent care facilities or, when necessary, emergency departments.**

**98% of people follow our advice** – because when you're scared or uncertain, you need guidance you can trust



### BECAUSE CARE SHOULDN'T BE COMPLICATED

Plunket, Women's Refuge, mental health services – **one call connects you to the right support**

**Connected to My Health Record systems** – faster care when information is already available

**From Northland to Southland** – same quality care, local knowledge

### THE WORRIES WE HELP WITH



EVERY YEAR, PEOPLE TRUST US WITH:

**52,000** requests for health info –  
“Is this normal?”

**26,000** calls about stomach bugs –  
“Will my child be okay?”

**18,000** abdominal pain concerns –  
“Should I drive to hospital?”

**15,000** rash queries –  
“What does this look like to you?”

**14,000** fever calls –  
“How high is too high?”

### THERE FOR EVERYONE



**More than 220 Māori and Pacific people** call us daily – because caring for whānau starts with accessible health advice

**Available 24/7 and in multiple languages** – health concerns don't wait for office hours

**From teenagers with first-aid questions to grandparents managing chronic conditions** – we're here for all ages

### WHEN EVERY SECOND COUNTS ...



→ **264 chest pain calls every week** – helping people get the right care at the right time

→ **10% of callers share photos** – showing us what worries them, helping us help them better

→ People sharing images and video are **half as likely to need emergency care**

### SAFE HANDS, SMART SYSTEMS



• **Independent Clinical Governance Committee** – experienced doctors and experts overseeing clinical safety, ensuring patient compliance, and monitoring quality outcomes

• **Nurses, paramedics, and health advisors available 24/7** – whether your child has a nasty fall at 3am or you're worried about chest pain

• **ISO 9001 accredited** – world-class standards for your phone call.

### TECHNOLOGY THAT JUST WORKS



- **Microsoft and Spark keep your calls secure, with local data storage**
- **Valentia's platforms let you share photos** – because describing that weird rash is nearly impossible
- **Connected to your My Health Record** – your story follows you, not the other way around



### INNOVATION THAT CONNECTS CARE

- **From phone calls to GP bookings** – 25 years of evolving how we help New Zealanders access healthcare
- **New virtual GP pathway** – when you need more than advice, we'll connect you to a consultation
- **Seamless journey from advice to action** – no more hanging up wondering what to do next
- **Taking the guesswork out of follow-up** – when our clinicians say “see a GP,” we'll help make it happen

### OWNED BY YOUR COMMUNITY



- **ProCare and Pegasus Health own us** – so when you call, you're talking to people who understand your GP
- **Taki-O-Autahi partnership with Te Arawa Lakes Trust, Te Hau Ora o Ngāpuhi, and Te Taiwhenua o Heretaunga** – because sometimes you need someone who speaks your language, and understands what's important to you

### WHEN YOU NEED MORE THAN WORDS



**Hato Hone St John and Wellington Free Ambulance** – they handle **43,000+ non-urgent calls** yearly

**National Poisons Centre and Immunisation Advisory Centre** – for those “my kid ate what?” and vaccination questions

### THE RIPPLE EFFECT



- **Every ED visit avoided, means space** for those who really need emergency care
- **Self-care advice helps people feel confident** managing minor health issues
- **Early guidance can prevent small problems becoming big ones**
- **Families sleep better knowing help is just a phone call away**

### 25 YEARS OF BEING THERE



- + Through midnight fevers and morning-after injuries
- + During earthquakes, pandemics, and personal crises
- + From worried parents to confused teenagers to elderly people managing medications
- + **FREE, always** – because health advice shouldn't depend on your bank balance

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