



Whakarongorau
Aotearoa//
New Zealand
Telehealth
Services//

Our Insights

We provide essential telehealth services for Aotearoa, supporting 3,000 people daily, resolving 55% of health needs at the time of contact, and diverting 89% of contacts away from emergency services.

May 2024

Executive summary

As an essential service, we connect across the health sector and deeply understand the health and wellbeing of the people of Aotearoa.

Who we help

We aim to provide wellness to everyone in Aotearoa through digital care. In the year ending June 2023, 1 in 3 people contacted a Whakarongorau telehealth service, totaling nearly 1.6 million individuals. We handled over 2.2 million contacts across all services, averaging over 6,000 daily.

Every door is the right door

No matter which National Telehealth Service (NTS) someone contacts, they will receive the necessary care, advice, and support. Every door is the right door. Our vision includes equitable care beyond a medical model, ensuring telehealth services are accessible to those most in need, including Māori, Pacific Peoples, and Disabled People.

How we help

Whakarongorau focuses on integrating services like Healthline, 1737, and Quitline to support the health system. We help reduce pressure on emergency departments and general practices by meeting healthcare needs remotely, where demand is rising. We scale to match demand, responding to regional and national crises.

Our partnerships make us unique

We are the 'spine' for many health and wellbeing organisations, including Iwi, Māori health providers, general practices, Women's Refuge, and Plunket. We use our kaimahi, unique cloud-based telephony system and data to provide services for the government and NGOs; all supported by robust clinical governance.

We share our insights

Whakarongorau is the largest virtual acute care provider in Aotearoa, with a deep understanding of the nation's health and wellbeing. In collaboration with various agencies, we use our insights to highlight key issues and report on trends.

We share in the challenges

As with others, we face increasing demand for health services, growing distress in mental health support, competition for clinical workforce, and challenges in offering competitive salaries for skilled clinicians.

We're part of the solution

Our strength is that we are woven into the fabric of New Zealand, across every element of the health system, supporting others and harnessing technology, people and systems to improve outcomes for New Zealanders. Building on the strong foundations established over the last eight years, we are focused on continuing to improve access to telehealth services and a great experience for everyone in Aotearoa.



Sector trends

Telehealth is adapting to the ever-changing needs of populations and sector challenges.

Global and local health sector trends

We monitor global and local health trends to anticipate the changing needs of New Zealanders.

1. Growing, ageing, and increasingly diverse population

New Zealand's population is growing and aging, with a rising proportion of elderly citizens. This shift increases demand for healthcare, especially in chronic disease management and long-term care. Currently, people aged 65+ make up 15% of the population and this is projected to double in 20 years.

2. Accessibility, digital literacy and community disparities

Persistent healthcare disparities between rural and urban areas, rising community deprivation, and unequal technology access underscore the urgency to rethink telehealth services.

3. Change in expectation for healthcare

The demand for healthcare 'on demand' is rising as people seek convenience and flexibility in healthcare delivery. People are increasingly seeking 24/7 access to trusted health information and medical care, mirroring their experiences in other aspects of life.

4. Digital growth

Technological advancements in telehealth platforms and devices over the past decade have greatly improved access to and the effectiveness of healthcare. Enhanced internet access, mobile technologies, and wearables allow for real-time data collection and remote patient monitoring.

5. Health workforce shortages and wage pressures

Workforce shortages across all disciplines and settings of care are compounded by an ageing workforce and maldistribution. The use of technology can mitigate some of these shortages to support clinicians operate at the top of their scope, creating efficiencies, and greater job satisfaction.

6. Complex needs

Families face greater health challenges, including complex needs and multiple health conditions. These issues often arise because of delayed access to care. Primary and specialist services are overwhelmed, and people's health concerns are progressing further along the care continuum.



What we are seeing

National Telehealth Services (NTS) confront growing demand, risk, and complexity of New Zealanders health needs amid rising needs for equitable access and diverse pathways.

We're seeing increased demand and diversity of needs

Over the last eight years there has been a shift in people who seek NTS support – from the 'worried well' to those facing tougher challenges.

The needs of people seeking support from NTS services extend beyond health - they involve unstable housing, isolation, and financial struggles. Many have had negative healthcare experiences or find medical information hard to grasp, delaying seeking help until emergencies arise. This surge in demand has made us busier, requiring more time per call to understand each person's situation, including their cultural and social context. We're dedicated to providing tailored telehealth solutions, accessible when and where needed.

What support is being sought for

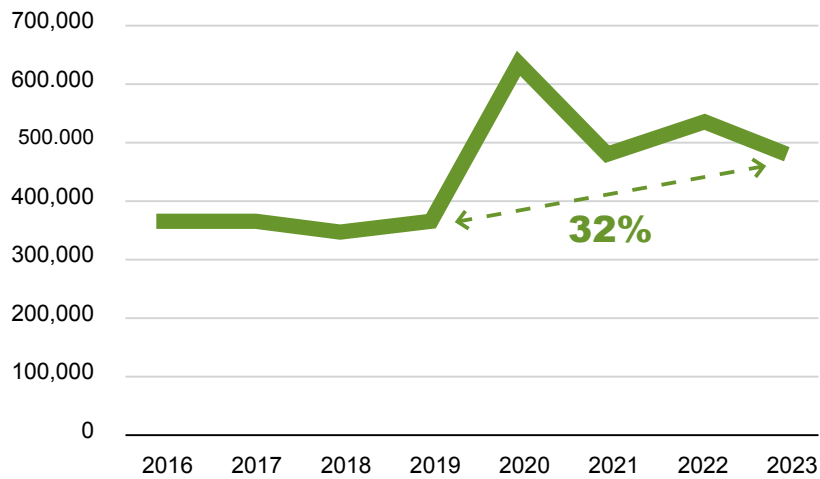
- Increased acuity and complexity of whānau needs, often with co-morbidities resulting from delayed access to care
- Increased mental health needs and risk of self-harm
- Increased difficulty with navigating the system, not knowing who else to call or not getting what they needed elsewhere
- Increased isolation, anxiety, financial, and relationship challenges.

Who is seeking support

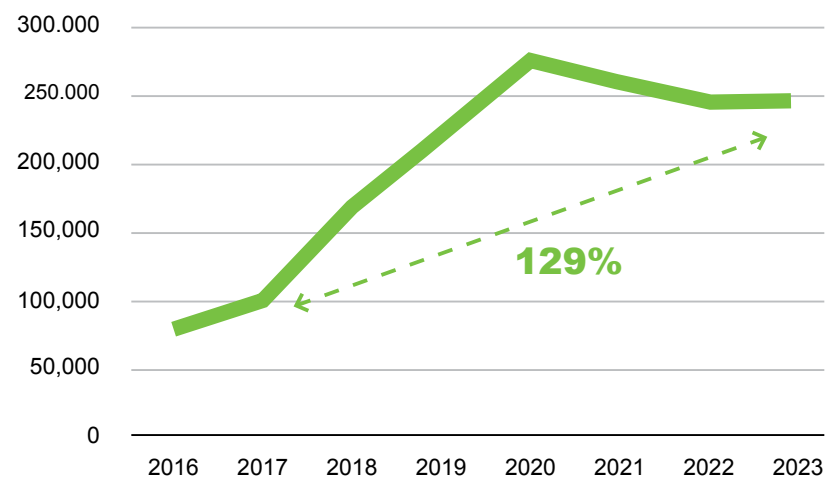
- More youth seeking mental health support, preferring digital channels
- People with multiple health needs, chronic conditions, co-morbidities, multiple medications
- People unable to access care in an appropriate timeframe, due to capacity pressures across the sector
- People seeking single-service resolutions rather than bouncing around the system.

Service demand data is shown on the following page >

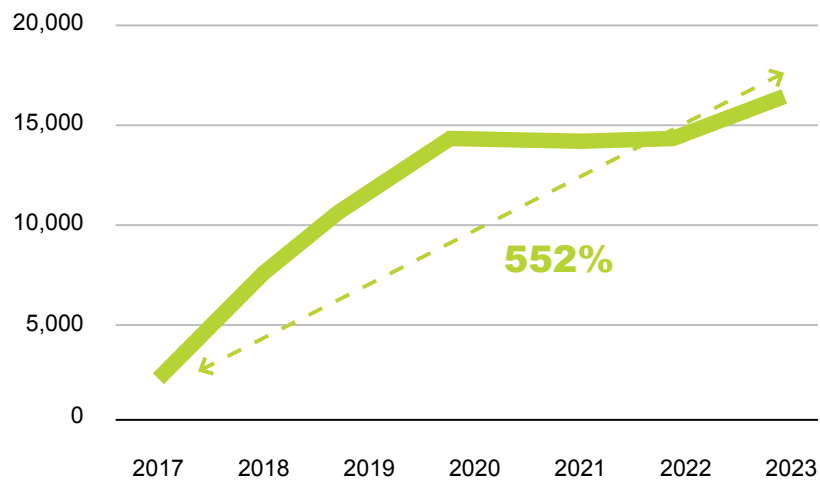
Service Demand - Healthline



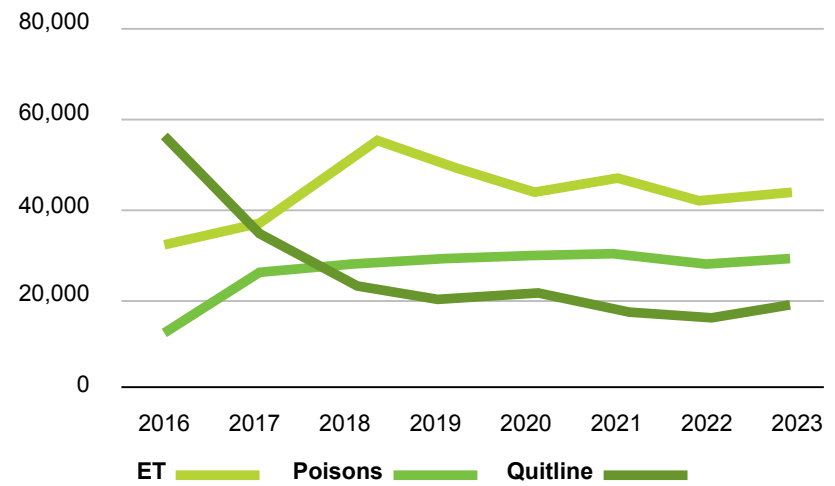
Service Demand - Mental Health & Addictions



Service Demand - Earlier Mental Health Response



Service Demand - ET/Poisons/Quitline



We're seeing increased risk and distress

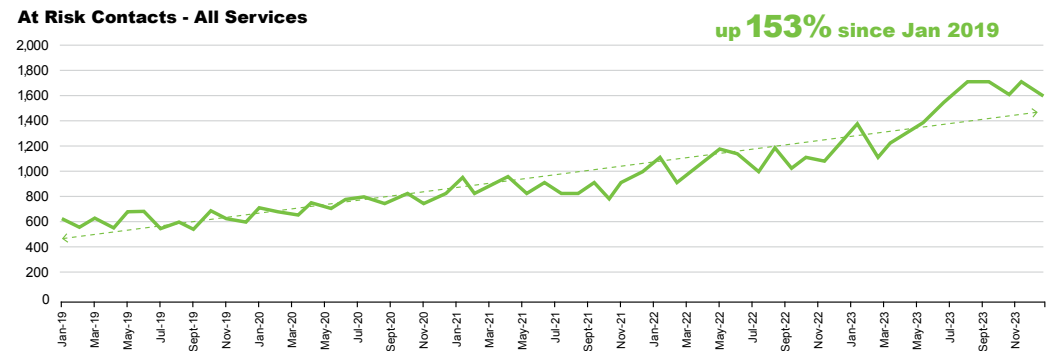
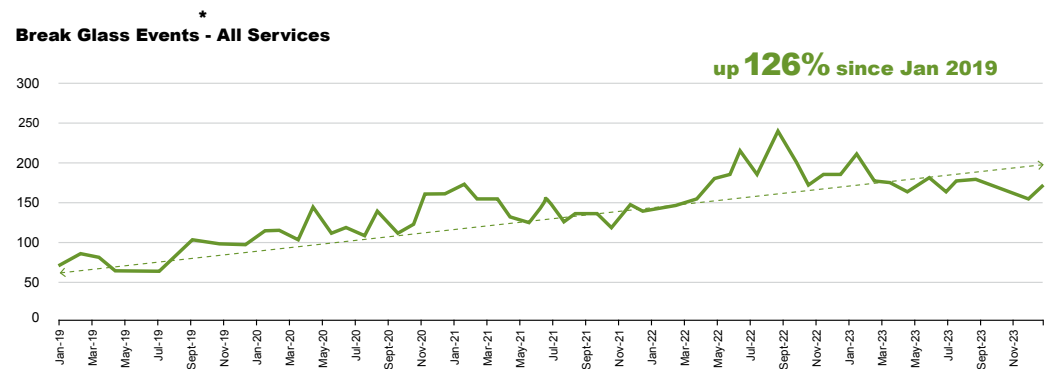
Across all NTS services, particularly in Mental Health and Addictions (MH&A), we have witnessed a nearly tenfold increase in high-risk cases since 2016, now making up 10% of our interactions in 2023.

Trends

- Increased acuity and complexity of whānau needs, often with co-morbidities resulting from delayed access to care
- Increased mental health needs and risk of self-harm
- Increased difficulty with navigating the system, not knowing who else to call or not getting what they needed elsewhere
- Increased isolation, anxiety, financial, and relationship challenges.

Who is seeking support

- More youth seeking mental health support, preferring digital channels
- People with multiple health needs, chronic conditions, co-morbidities, multiple medications
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* Break glass event is when we have contacted emergency services on behalf of a tangata whai ora who has not given us consent to do so.

We're supporting more frequent callers

There has been a significant increase in the number of unique frequent callers leading to longer wait times for other tāngata whai ora.

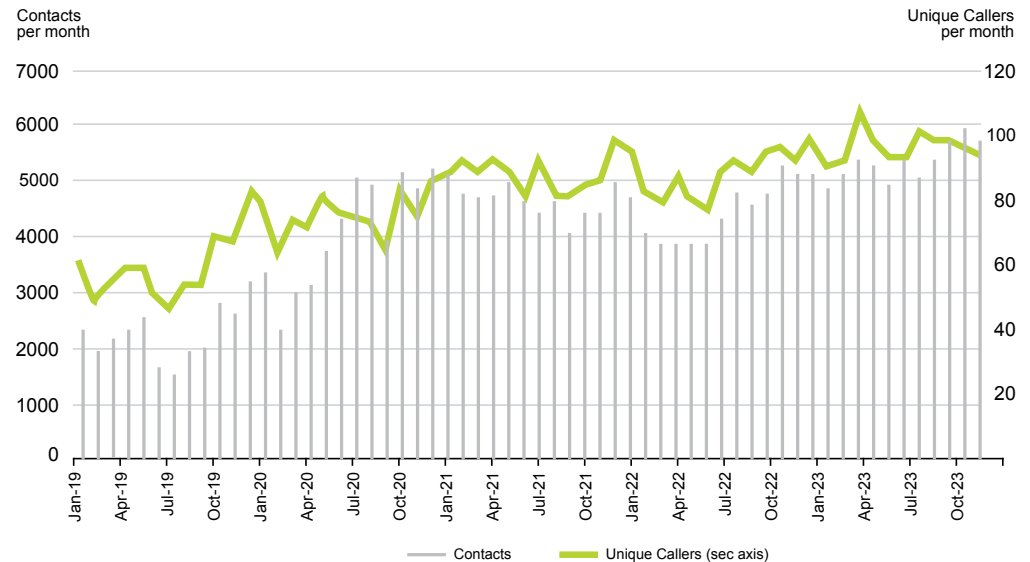
NTS trends

- Since 2019, unique frequent callers rose by 38%, with their contacts surging by 143% over the same period
- The increasing number of contacts, often across multiple services, along with longer handling times (on average 50% longer), can result in longer wait times and potentially call abandonment for other users
- Development of support plans for frequent callers increased significantly from 18 in 2019 to 1,100 in 2023, providing a structured approach for both callers and staff.

Management of frequent callers

- In 2019, Whakarongorau established and self-funded a dedicated team to proactively support tāngata whai ora with complex needs beyond our core MH&A services, collaborating across sectors to develop tailored support plan
- A research paper conducted in partnership with AUT in 2022 examined complex caller characteristics and the impact of support plans, revealing a significant decrease in daily contact frequency after implementation
- A Complex Caller Lead continues to offer weekly consults and ongoing coaching for the team, ensuring continued oversight.

Frequent Callers and Contacts



Insights reference the 5-year period 1 January 2019 – 31 December 2023

We're responding to more unplanned events

Whakarongorau plays a key role in providing centralised information, health and psycho-social support in response to local, regional, and national health events.

Our surge capacity allows for rapid deployment of additional staff, supported by reliable and scalable IT infrastructure and workforce distribution across the motu.

Health Concern* publications ensure frontline staff are promptly informed of emerging health issues within 10 minutes of notification.

We maintain strong relationships with Public Health Services, regional health response teams, and Emergency and Incident Management teams to stay updated. Connections with local welfare services facilitate access to necessary support.

While health services experience immediate demand surges following events, mental health services see a delayed surge of 40-60 days, with a longer demand tail, as people address immediate needs before seeking psycho-social support later.

Since 2020, the team has responded to 51 health concerns across local, regional and national unplanned events.

These exclude the over 1,000 COVID-related health concerns created. Significant unplanned events supported by NTS include:

- Kaikoura earthquake (Nov 2016)
- Water contamination in Havelock North (May 2018)
- Christchurch Mosque attack (Mar 2019)
- Measles outbreaks (Sept 2019)
- Whakaari White Island eruption (Dec 2019)
- COVID response (from Mar 2020)
- Waikato Data Breach (May 2021)
- MonkeyPox cases and vaccinations (Sep 2022)
- Cyclone Gabrielle (Feb 2023).

* Health Concerns are resources that provide front-line staff with information about symptoms, practical advice, escalation pathways, and other support information on current public health issues.

We see the positive impact of our equity pathways

Opening an equity-focused pathway into our services has made a real difference for tāngata whai ora accessing NTS services.

It's not just about numbers; it's about making real connections with our priority populations, linking with local iwi and communities, and ensuring people can talk to someone who understands them when discussing health needs.

During COVID we saw the value of service delivery by Māori to Māori, and this learning continues to shape our services. We've learned what resonates with our Māori tāngata whai ora and have tailored our support to match. Now, we have specific options for people to connect with a Māori kaimahi. Our team reflects this commitment, with 8% Māori clinicians in Healthline and 27% of Quitline kaimahi identifying as Māori. We also have staff who are fluent in te reo Māori, to provide support where needed.

The response from those who've used these pathways has been overwhelmingly positive. They feel heard, culturally secure, and are happy to recommend our services to their whānau and friends. This feedback confirms the value of our approach and the impact of our work. Our Māori population is expected to reach around 1.3 million by 2043, a significant increase from the mid-2023 estimate of 904,100. As this population grows, the need for culturally matched service delivery will also grow.

Healthline

- Since January 2023, Healthline provides culturally and clinically competent Māori clinician support for tāngata whai ora and whanau
- In 2023, this group handled 4,324 calls, diverting 85% from acute services and resolving 37% on the call. Positive feedback underscores the value of whakawhanaungatanga, empowering individuals in their health journey, with a Net Promoter Score of 77 for the Māori pathway compared to 73 for Healthline overall
- Collaboration with Healthpoint has enhanced navigation to Kaupapa Māori services, particularly GP services.

Quitline

- Quitline's Māori Pathway, introduced in early 2022 to better support Māori communities combating smoking, prioritises the incorporation of tāngata whai ora self-identified cultural perspectives in support delivery. In 2023, 1,930 tāngata whai ora chose this pathway, representing 17% of all Quitline calls. Of those supported, 31% enrolled compared to 26% on the general pathway. The Net Promoter Score* is 60 for the Māori pathway in 2023, significantly higher than the 46 for Quitline overall.



How we make a difference

We adapt alongside the evolving health landscape, while our robust partner network remains a cornerstone of our strength.

How we started

A national telehealth service providing after-hours health advice to improve the health outcomes of all New Zealanders.

In 2011, the Government made a commitment to a comprehensive after-hours telephone health advice service. In July 2013, Cabinet agreed to develop the National Telehealth Service.

The aim was to consolidate existing telehealth services onto a shared platform to improve the efficiency and effectiveness of telehealth services. The consolidation of back-office functions and enhanced infrastructure was expected over time to provide better value for money (Ministry of Health, 2014).

In September 2015, Homecare Medical (now Whakarongorau Aotearoa) signed the National Telehealth Service (NTS) partnership agreement.

The contract specifies that the purpose of the NTS Service is to deliver care, support, and advice to people in Aotearoa to positively impact and improve their wellbeing and health outcomes through phone and digital channels, specifically to:

- deliver the right care at the right time by the right person in the right place to achieve health and wellbeing outcomes for Aotearoa
- contribute to reducing acute and unplanned care, improving selfcare, improving health literacy
- be integrated with local, regional, and national health and injury services
- be adaptable and flexible to develop over time to meet the changing needs of New Zealanders and technology
- enable additional services and government agencies to use its infrastructure and relationships, as required.

What we deliver

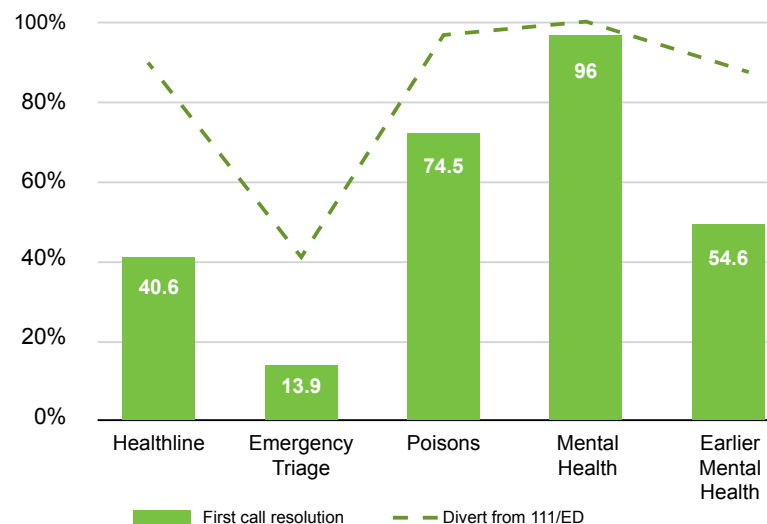
We resolve the health needs of tāngata whai ora without referring them to the system, helping to keep people at home.

We provide timely, appropriate care to enhance health outcomes for Aotearoa, integrating with healthcare services, supporting self-care, and adapting to evolving needs and technologies.

Between 2019 and 2023, NTS has delivered:

- resolution of 55% of all NTS contacts at the time of contact
- diversion of 89% of all NTS contacts away from 111 / ED
- only 11% of all NTS contacts (including 8,496 break glass events) referred for emergency support to de-escalate a high-risk situation
- support for a total of 3,717,529 contacts
- interaction with an average of 415,807 unique tāngata whai ora each year
- engagement with 133,065 who identified as Māori or Pasifika each year
- support for 59,144 'at risk' individuals
- assistance for 646,848 injury-related calls, with 15% or 115,000 contacts receiving self-care advice and diverted away from the sector
- enrollment of 1,415 tāngata whai ora in the Vape2Quit program and 2,449 in the QuitVaping program.

Resolving needs 2019-2023



We support health professionals

Our work provides guidance and advice to frontline clinicians, alleviates pressure across the sector, and reduces the burden on emergency services.

Between 2019 and 2023, NTS has delivered:

- 6,578 peer-to-peer consults providing additional health advice and guidance to frontline clinicians across the sector, via the Clinical Advice Line
- 10,714 telehealth doctor consults relieved local GP pressure, diverting 92% from ED, and 4,050 e-prescriptions were issued
- 24,726 clinical consults diverted from GP practices to Healthline, helping support seasonal demand and capacity pressures, including 294 through Urgent Care Clinics
- 2,322 clinical consults supported paramedics diverting 70% of ambulances from ED
- Support to ambulance and police officers who are managing people experiencing a mental health crisis
- 5,399 toxicology consultations with health professionals and 247,112 TOXINZ database views supported frontline poisons management.



Insights reference the 5-year period 1 January 2019 – 31 December 2023

We provide digital solutions

Digital innovation has streamlined processes, resulting in higher contact resolution rates and increased accessibility for Māori and Pacific communities, particularly with tailored communication channels such as Facebook Messenger for Quitline services.

Between 2019 and 2023 we see improved efficiency, better tāngata whai ora outcomes and expanded reach:

- 51% of Mental Health & Addictions contacts and 66% of Quitline contacts were through digital channels, totaling 4,971,600 and 77,000 interactions, respectively
- 4% of Healthline contacts via digital channels, resolving 41% of needs on the call
 - 28% of digital contacts are Māori or Pacific users
 - 56,963 contacts included image uploads, aiding diagnosis, particularly with 30% related to rashes
 - Calls using image upload were less likely to be sent to A&M (20%) than those without (25%), with higher referral rates to pharmacists or Whakarongorau Doctors for e-prescriptions (9% vs. 3%)
- 25,959 Quitline enrollments occurred through the website, while 3,497 Quitline messages were received via Facebook Messenger, catering to Māori preferences.



Insights reference the 5-year period 1 January 2019 – 31 December 2023

We're responsive

We have a proven track record of rapidly responding to changing needs including unplanned events.

We know the needs of New Zealander's are constantly changing, and so are we.

We are experienced in delivering change:

- Over the last eight years, our kaimahi have gained significant experience in rapidly adapting to change, including responses to 51 unplanned health concerns
- We have highly scalable and configurable cloud-based telephony system which enable us to be flexible and responsive
- We have the tools, processes, and clinical expertise to respond to change at pace and with confidence in the quality of care we provide
- We have many other examples of standing up new services at short notice.

Examples of response:

2 hours to start giving clinically approved advice and recording specific information about people measles, for people who recently travelled on an international flight

4 days to go-live with Care in the Community COVID service, doing daily checks with unwell people isolating at home, and escalating to doctor support as required

7 days to go-live with new MonkeyPox information line and referrals for vaccinations.

We work with others

Our superpower is working with partners to simplify access to health and wellbeing services for tāngata whai ora and extend our reach.

- Across the telehealth sector, we co-deliver critical services with other professional health and wellbeing services. We leverage our partners' expertise; enabling us all to be greater than the sum of our parts
- We provide synergies across the system, connecting through partnerships and services. The NTS includes specific partnerships where we support and leverage the expertise of others
- Our partnerships simplify access to health and wellbeing services for tāngata whai ora. A good example is our integration with Plunket, which ensures a seamless experience for families with young children. Through the Immunisation Advisory Centre (IMAC) we provide specialised advice to members of the public. We also collaborate with the Poisons Centre and Mind and Body to deliver services
- Our Clinical Governance Committee creates an authorising environment for sector-wide leadership.
- In 2020, we began establishing Māori and Iwi-based partner contact centres and workforces to enhance COVID support for Māori communities. The first centre was set up with Te Hau Ora Ngāpuhi, followed by partnerships with Te Tai Whenua O Heretaunga and Te Arawa Lakes Trust in Rotorua. Together with them, we form Taki o Autahi, a Limited Partnership equally owned by the four parties, with opportunities for other Iwi or providers to join in the future.

Our partnerships and the support we provide are diverse and include:

- Integration with Healthpoint to align with individual referral pathways
- Digital outbound messaging and follow-ups on behalf of sector partners via Healthlink
- Collaboration with Plunket, National Poisons Centre, iwi and Māori-led partners
- Seamless coordination with NZ Police and Wellington Free Ambulance and Hote Hone St John ambulance services
- Data sharing and sector reporting, including health predictors for ESR
- Data integration with the sector through NHI, NES, ESAM, and HL7 via Healthlink.

Our history

We have a proven track record delivering services that significantly improve the health outcomes for all New Zealanders.

1994

Homecare Medical (NZ) Limited founded



2014

ProCare Health and Pegasus Health form a partnership and acquire Homecare Medical (NZ) Limited Partnership



2015

JUNE 2015 > Homecare Medical announced as **Ministry of Health's partner to develop and deliver a new National Telehealth Service**



NOVEMBER 2015 > National Telehealth Service go live



2016

APRIL 2016 > **Earlier Mental Health Response** and **Mental Health After Hours** (MHAH) added



2017

APRIL 2017 > Homecare Medical announced to deliver Coordination Centre for the **National Bowel Screening Programme**



MAY 2017 > Department of Corrections **RecoverRing** service goes live for prisoners, offenders and their whānau



JUNE 2017 >

1737 Need to Talk service launches to provide multi-channel access to mental health



JUNE 2017 >

Launch **Elder Abuse Response** service



OCTOBER 2017 >

Whakarongorau receives **ISO 9001 accreditation** for first time



NOVEMBER 2017 >

Healthline consult notes now sent to caller's GP

2018

MARCH 2018 > **Employer Advice Line** launched - to help employers support staff with health, mental health and disability issues

MAY 2018 > **Kupe** prostate decision support tool and website launched



JUNE 2018 >

Launch **Safe to Talk** national service



OCTOBER 2018 >

Launch **Puāwaitanga** pilot with MSD to provide video counselling



Puāwaitanga

2019

JANUARY 2019 > Launch **NZDF4U** mental health service for **New Zealand Defence Force**

FEBRUARY 2019 > Design new **Piki website** to support mental health pilot for 18-25 year olds

MARCH 2019 > **Paramedics** join the Healthline team

MARCH 2019 >

Support **1737 psychosocial response** to Christchurch Mosque attacks



APRIL 2019 >

Homecare Medical announced to deliver Coordination Centre for the **National Cervical Screening Programme**



JULY 2019 >

New **healthy.org.nz website** launched to share key health information

SEPTEMBER 2019 > **Healthline** plays key role in supporting measles outbreak



OCTOBER 2019 > New data platform, **Lightfoot**, goes live

OCTOBER 2019 >

Supported **Hokonui Huanui** Southern youth mental health project

NOVEMBER 2019 > **Complex Caller** team established

NOVEMBER 2019 > **Misuse of Drugs referral pathway** for Police established

2020

FEBRUARY 2020 >
Homecare Medical's **COVID-19 pandemic response** begins

FEBRUARY 2020 >
Launch **Whitiki Tauā** mentor service



MARCH 2020 >

Launched **COVID response services**:

- COVID Healthline
- COVID Welfare
- Clinical Advice Line

MARCH 2020 >

Launched **Family Violence** service lines with Presbyterian Support/Shine

APRIL 2020 >

Launched **Shielded Site capability with Women's Refuge** to provide protected web activity

AUGUST 20 >

1737 Peer Support Service launched to provide lived experience mental health support



AUGUST 20 >

New **Bowel Screening Register** database goes live

OCTOBER 2020 >

Image Upload tool launched in Healthline

2021

FEBRUARY 2021 >
COVID Vaccination Healthline service established



APRIL 2021 >

Rebrand - changed name to Whakarongorau Aotearoa



JULY 2021 >

Family Violence National Portal launched, supporting local Women's Refuge centres after hours

SEPTEMBER 2021 >
Afghan Resettlement Healthline established

SEPTEMBER 2021 >
Disability Helpline established

OCTOBER 2021 >
Are you ok? Webchat channel launched

2022

FEBRUARY 2022 >
New Quitline **"Vape 2 Quit"** programme launched to help people quit smoking through vapes



JULY 2022 >

Doctor capability in place, supporting ambulance with telehealth consults



JULY 2022 >

EMHR proof of concept with a mental health nurse based in the Police Communications Centre

AUGUST 2022 >

Launched **Taki o Autahi partnership**



SEPTEMBER 2022 >
Investment in **oVRcome** virtual reality

OCTOBER 2022 >

Transformed the **COVID Welfare** service to the **Care in the Community**



DECEMBER 2022 >

Launched **Ukrainian Refugee Helpline**

DECEMBER 2022 >

Established pathway for 500+ GP practices to **divert patients to Healthline**

2023

JANUARY 2023 >
Healthline Māori pathway established

JANUARY 2023 >
Quitline Māori pathway established

JANUARY 2023 >
Launched **Healthline Online** digital tools

JANUARY 2023 >
Established the dedicated **MonkeyPox line**

FEBRUARY 2023 >
Launched **video upload** in Healthline

JUNE 2023 >
Implemented **telephony platform** replacement

SEPTEMBER 2023 >
Healthline launch process to lodge ACC claims through **new claim lodgment pathway**

SEPTEMBER 2023 >
National HPV and Cervical Helpline go live

NOVEMBER 2023 >

Whakarongorau received **ISO 9001 accreditation** for the fourth consecutive time



NOVEMBER 2023 >
New Quitline programme launched for **non-smoking vapers** to quit



2024

FEBRUARY 2024 >
New service to support **National Privacy Information Service**



MAY 2024 >
National rollout of **bowel screening programme** to all eligible New Zealanders complete



Our future

**We are well positioned to continue
to drive better health outcomes for all
New Zealanders.**

Our focus as we look to the future

Building on the strong foundations established over the last eight years, four key areas remain important as we move forward.



Capacity creation

Provide additional capacity in the system to reach unmet need and maintain surge capacity to respond to national and regional events.



Partner collaboration

Build on our network of collaboration partners to deliver healthcare into all communities.



Leverage technology

Leverage the power of automation and AI to allow clinicians to work at the top of their scope and release capacity to support even more New Zealanders.



Leverage data

Leverage our rich data and insights (millions of contacts over eight years) to anticipate changes in health needs and understand the social determinates of health outcomes.



Whakarongorau
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Appendix

Today we provide 15 NTS services – up from 7 when launched in 2015



Ambulance
Secondary Triage



National
Poisons Centre
Te Pokapū Mātauranga Tāoke



The Immunisation
Advisory Centre



EARLIER
MENTAL HEALTH
RESPONSE

EXPERT
ADVICE
LINE

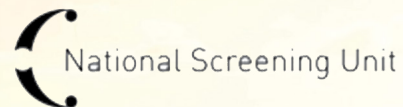
Our partners are the cornerstone of our strength

Funding partners:

Te Whatu Ora
Health New Zealand



Service partners





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THE MAHI THAT MATTERS

Our work and impact in the 12 months to 30 June 2023 included...

Across all our services we responded to **over 2.2 million contacts**.

That's over **6,000 contacts a day**

We **connected with nearly 1.6 million individual people*** - 1 in 3 people in Aotearoa

We **answered 95% of all calls within 10 minutes** (up 3% on last year)

SUPPORTING GENERAL PRACTICE

Our clinicians supported **~60% of GP practices** in Aotearoa

answering **112,400+ after-hours calls for them**



HELP TO QUIT SMOKING AND VAPING



The Quitline team supported **16,800+ people on their quit journey - 28% were smoke free after 4 weeks** (an increase of 2% on last year)

NEW MĀORI PATHWAYS IN HEALTHLINE AND QUITLINE FOR TĀNGATA WHAI ORA

42,000+ contacts chose to speak to a **Māori clinician**



FAMILY VIOLENCE AND SEXUAL HARM SUPPORT



~23,000 women and concerned whānau were supported by our **3 family violence services**, and by our webchat and after-hours support for **40 Women's Refuges**

~7,300 people were supported by the Safe to talk sexual harm team who responded to **~15,200 contacts**

We answered **3,500+ contacts** to the Elder Abuse Response Service



DOCTOR SUPPORT

The new Primary Care Services team:

Provided **15,500+ telehealth consults** across Healthline and COVID services

Supported **~2,000 paramedics on-scene**, resulting in **73% of patients diverted from EDs**

Responded to **3,200+ calls** into the Clinical Advice Line to provide peer-to-peer medical advice



HEALTH

Healthline nurses, paramedics, advisors and doctors supported **322,000+ people** and answered **~432,800 calls**

Our Emergency Triage nurses triaged **42,000+ incidents - 52% were redirected** to non-emergency services which keeps our hospitals and ambulances for emergencies

The National Bowel Screening Programme team made follow-up calls to **55,200+ priority people** who were yet to return their test kits - **28%** subsequently did

The National Cervical Screening Programme team received **~450,000 test results**

The Poisons team helped **26,100+ people - 72% of contacts required no further treatment or info**

MENTAL HEALTH

Across all Whakarongorau-run mental health services we supported **~151,300 people**, responding to **~351,300 contacts**

The 1737 Need to talk? team supported **~42,500 people** - answering **~124,200 contacts** - including **66,000+ text conversations (-800,000 text exchanges)**

A further **~12,500 people (30,000+ contacts)** were supported when they contacted the Depression Helpline.

The Alcohol and Other Drugs team supported **8,500+ people (~11,300 contacts)**



The Gambling Helpline team supported **~2,600 people (3,700+ contacts)** dealing with the effects of problem gambling

Our mental health nurses answered **~91,000 contacts** on behalf of **12 DHBs**

The Earlier Mental Health Response team triaged **11,700+ contacts** from Police and ambulance services to support **6,300+ people** in social and psychological distress

The Puāwaitanga team received **~2,200 referrals** and delivered nearly **7,000 appointments** to people seeking ongoing mental health support

COVID SERVICES



While our **COVID services** dropped from previous peaks, **demand remained strong:**

The team responded to **1.3 million contacts** (in and outbound) across COVID Healthline, the Vaccination Healthline, the dedicated Disability Helpline, and supporting people in isolation - connecting with **~783,000 people (1 in 6 people in Aotearoa)**

*The total number of individual people in the year is the sum of unique service users each month, so may include users who have contacted the service in multiple months.

BY EACH COVID SERVICE

COVID Healthline answered **204,000+ contacts** from **132,300+ people**

COVID Vaccination Healthline - answered **~174,000 contacts** and made over **837,000 outbound contacts**, connecting with **~630,000 people**. This includes **~8,500 contacts** supported by the **dedicated Disability service**.

The COVID Welfare and Care in the Community team managed **47,000+ calls**, supporting **~14,000 people in isolation**

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