

Northern Ontario's Teletriage Pilot Project: Description of Callers

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Goals of telephone triage

- Reduce unnecessary demand on existing health care resources by advising the caller on the most appropriate level of care for their current health concern
- Promote patient independence and self-confidence in their decision making
- Provide a standardized source for health information & availability of health services

The Triage Service

- 24 / 7
- Bilingual service
- Northern Ontario (pilot - 22 months)
- Trained registered nurses
- Clinical guidelines
- Health information topics
- Advise on the most appropriate level of care

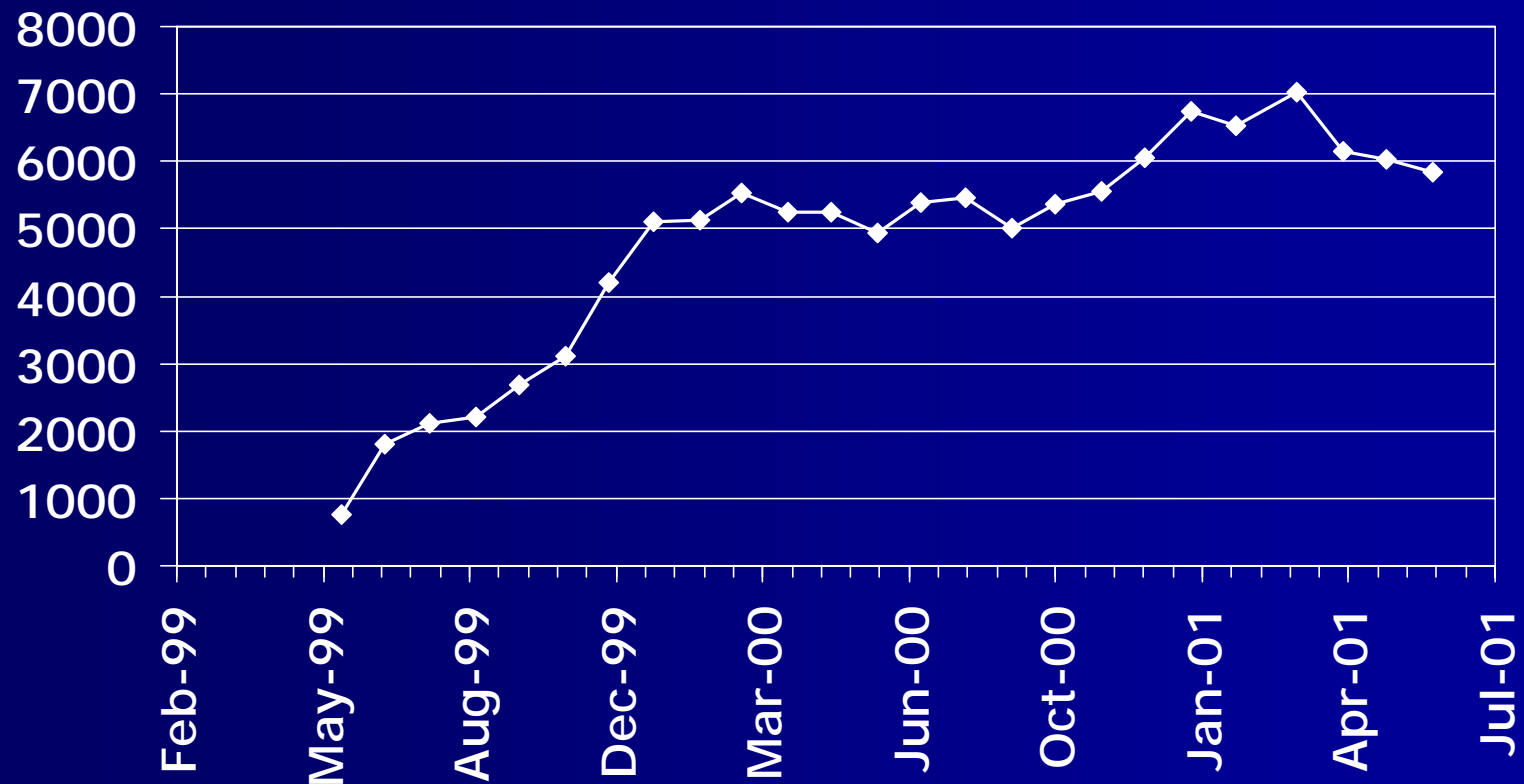


Data Sources

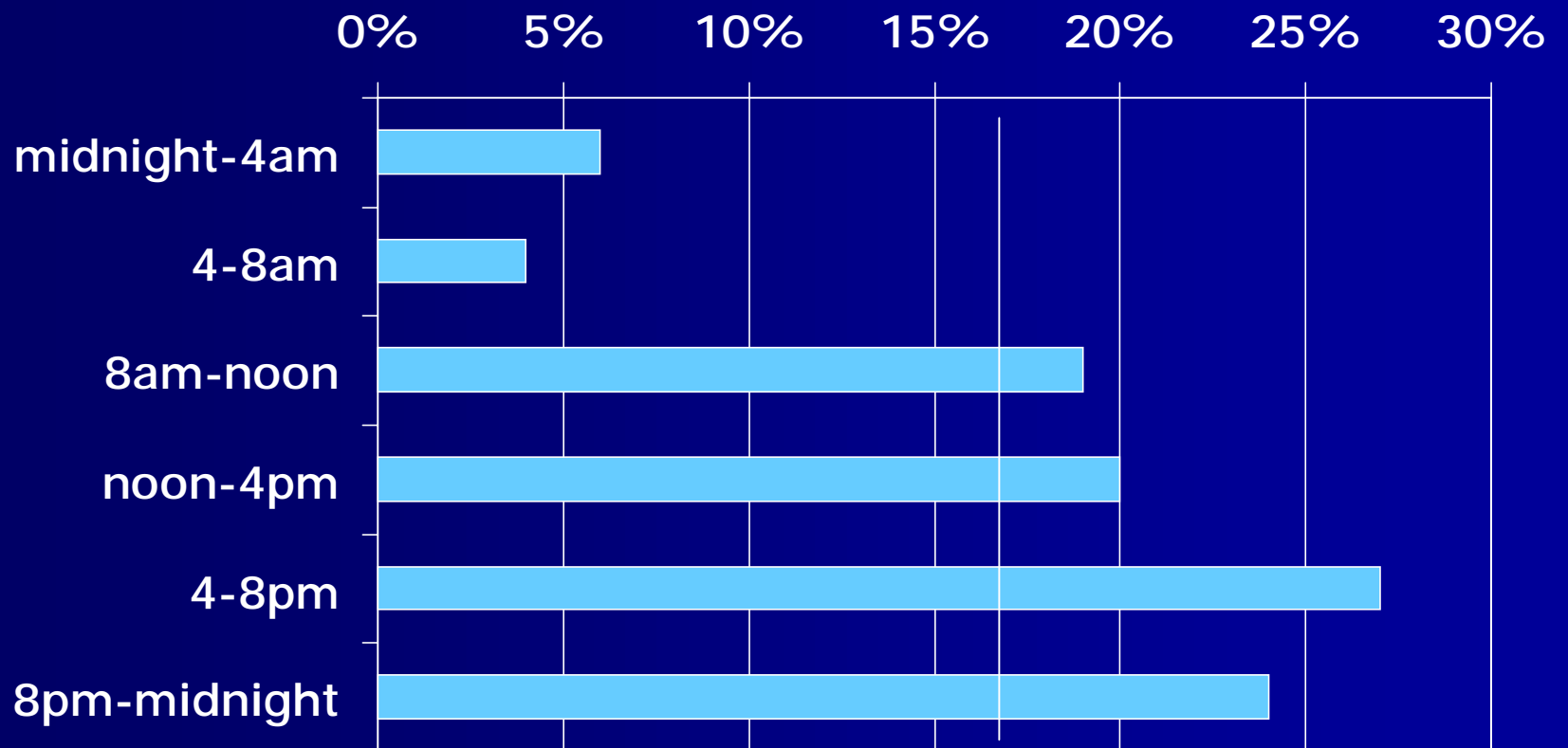
- 28,000 call records
 - Consenting callers
 - Recorded by Clinidata
 - Analyzed by ICES
- 2400 questionnaires
 - CRaNHR
- 1996 census data



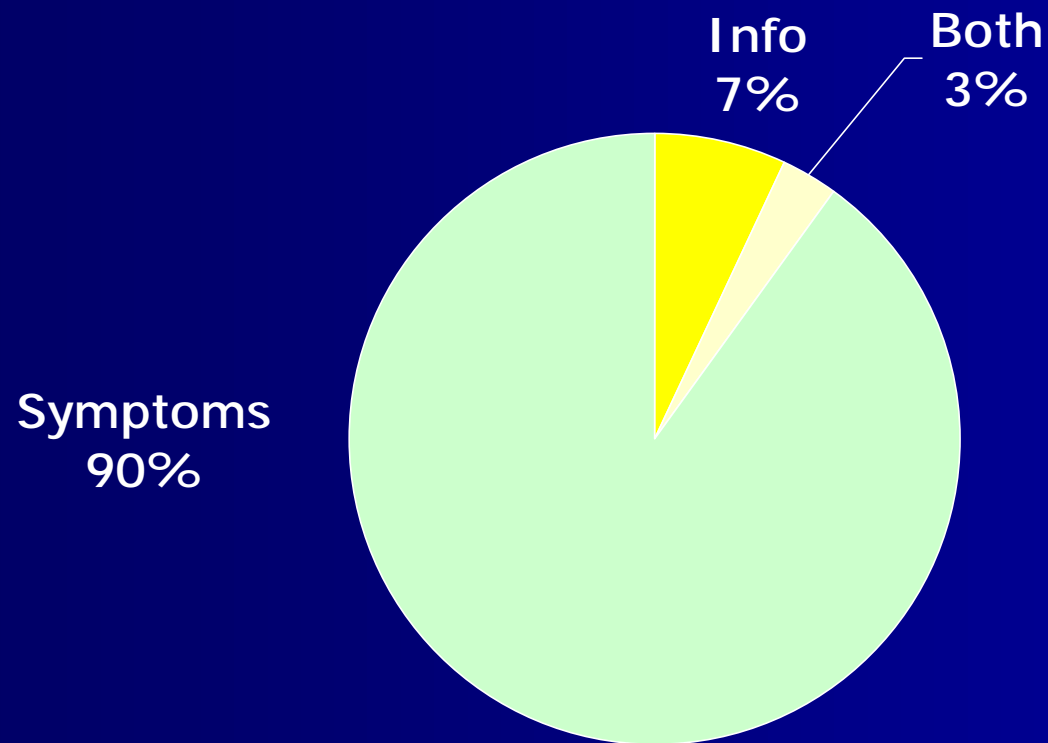
How many people called the teletriage service?



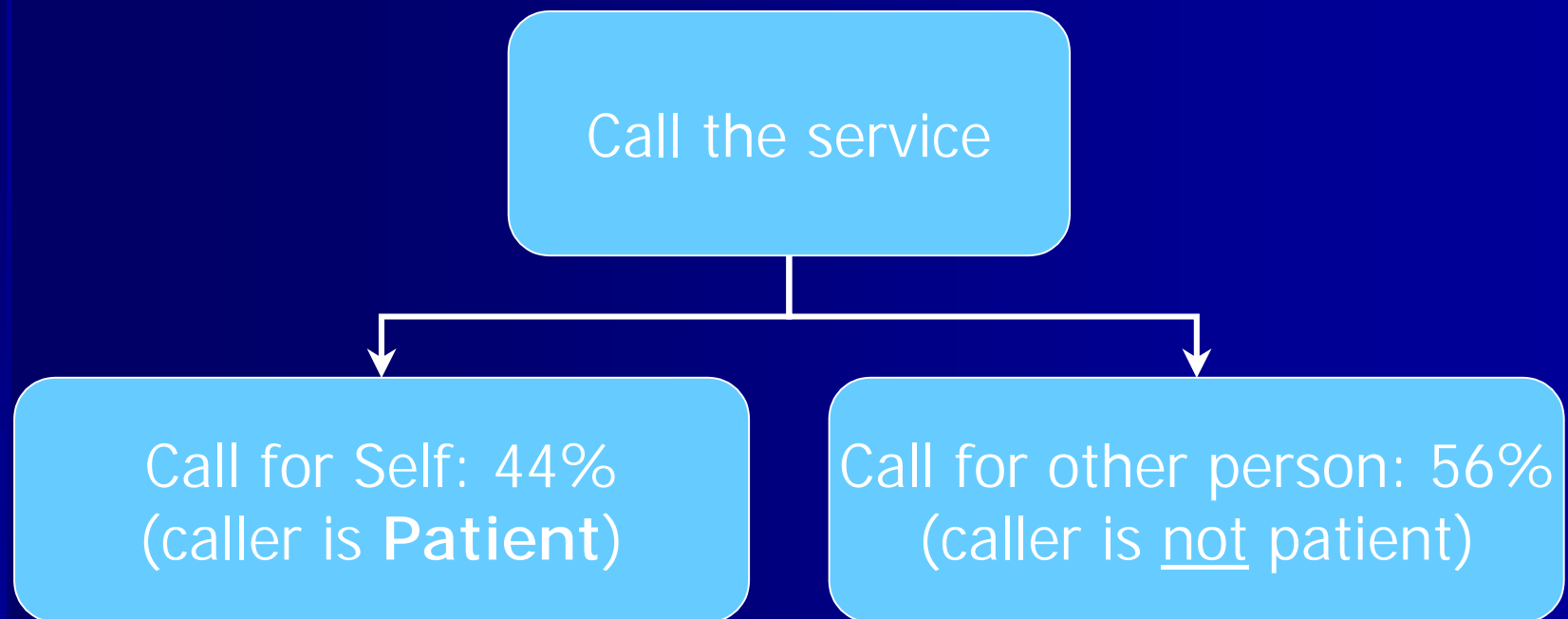
When did they call?



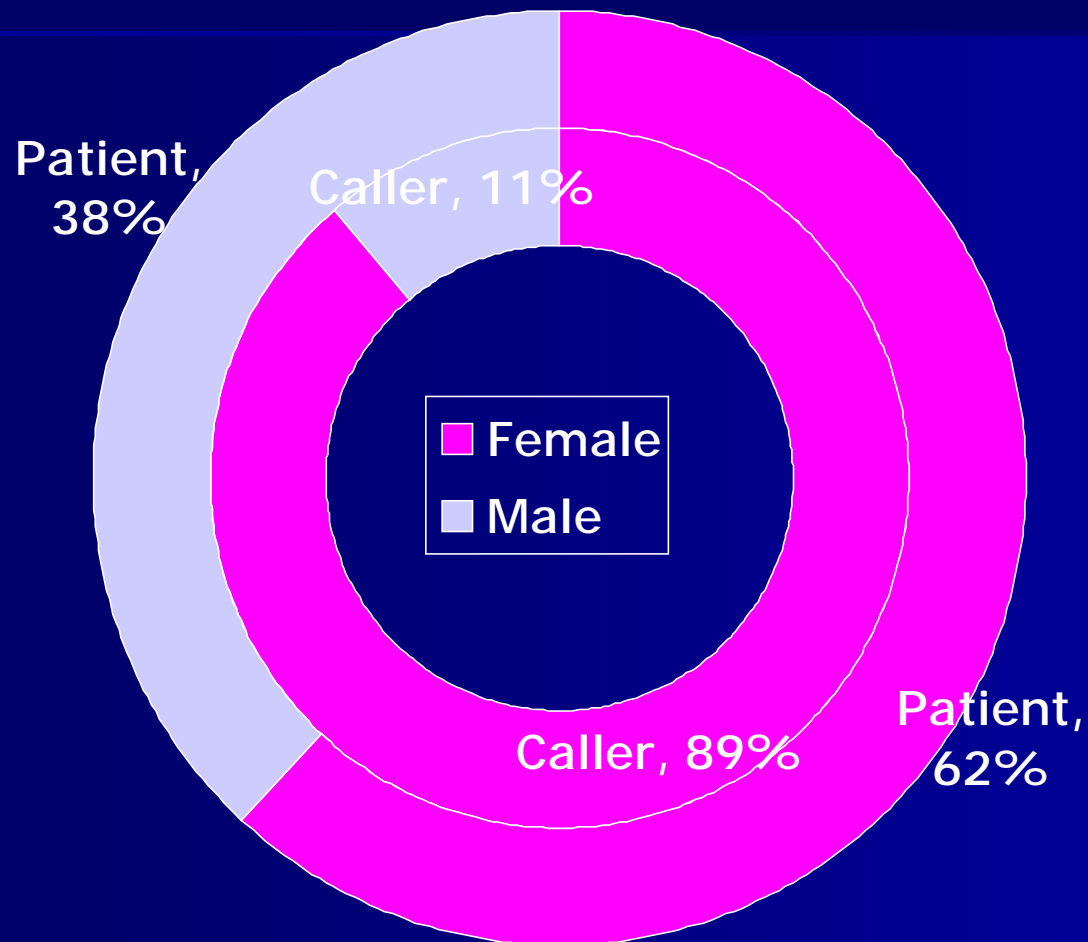
Why did they call?



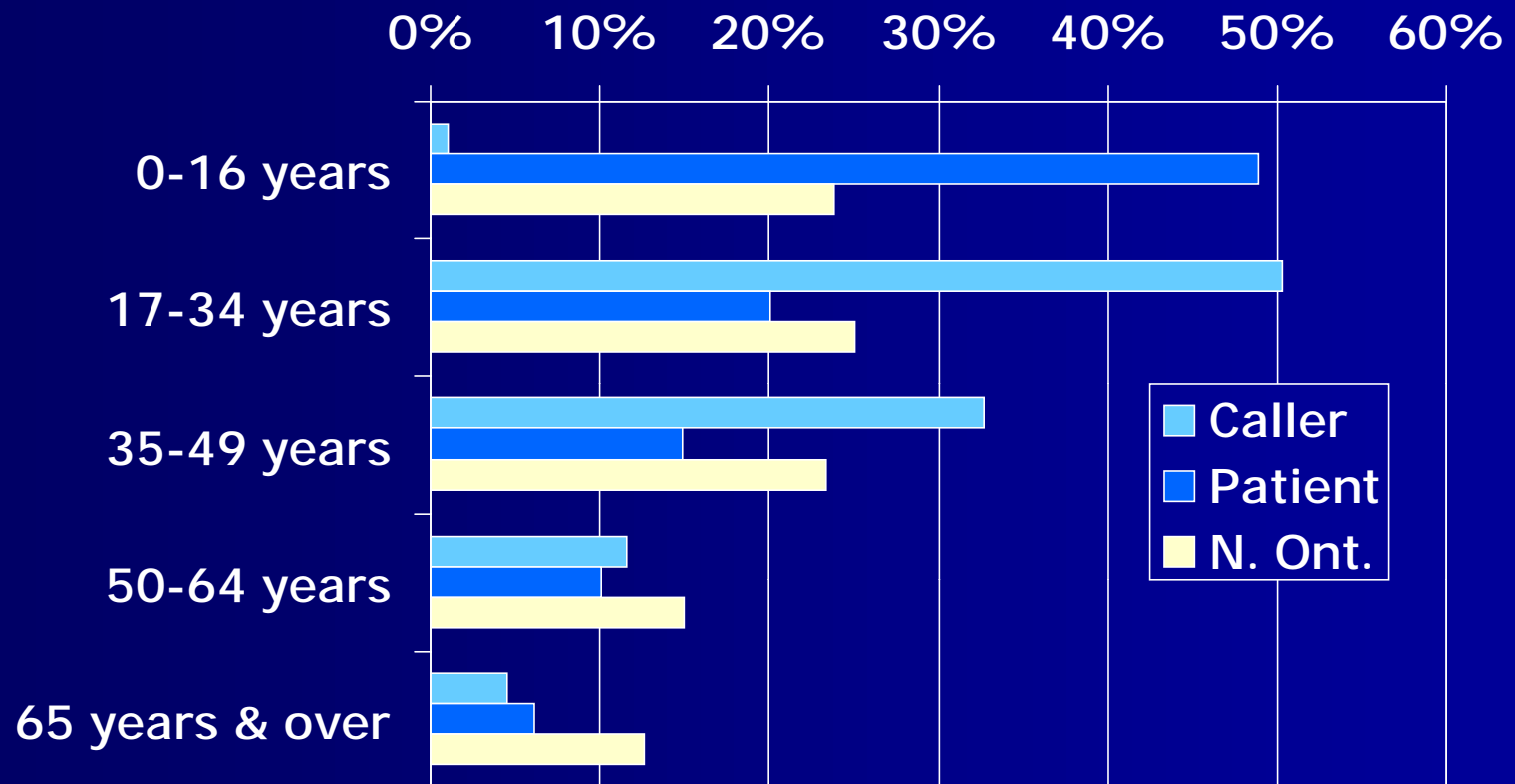
Callers and Patients



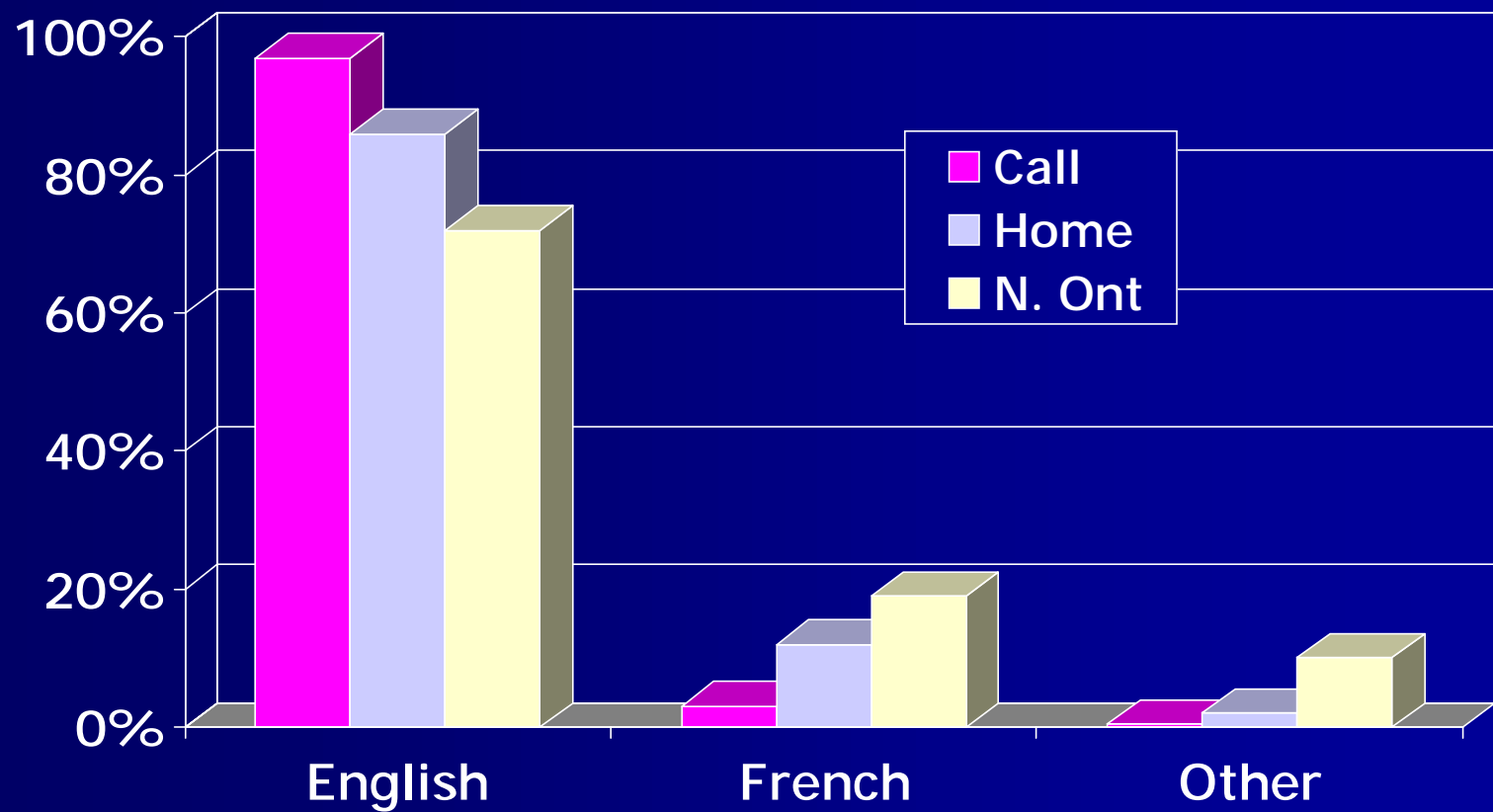
Gender



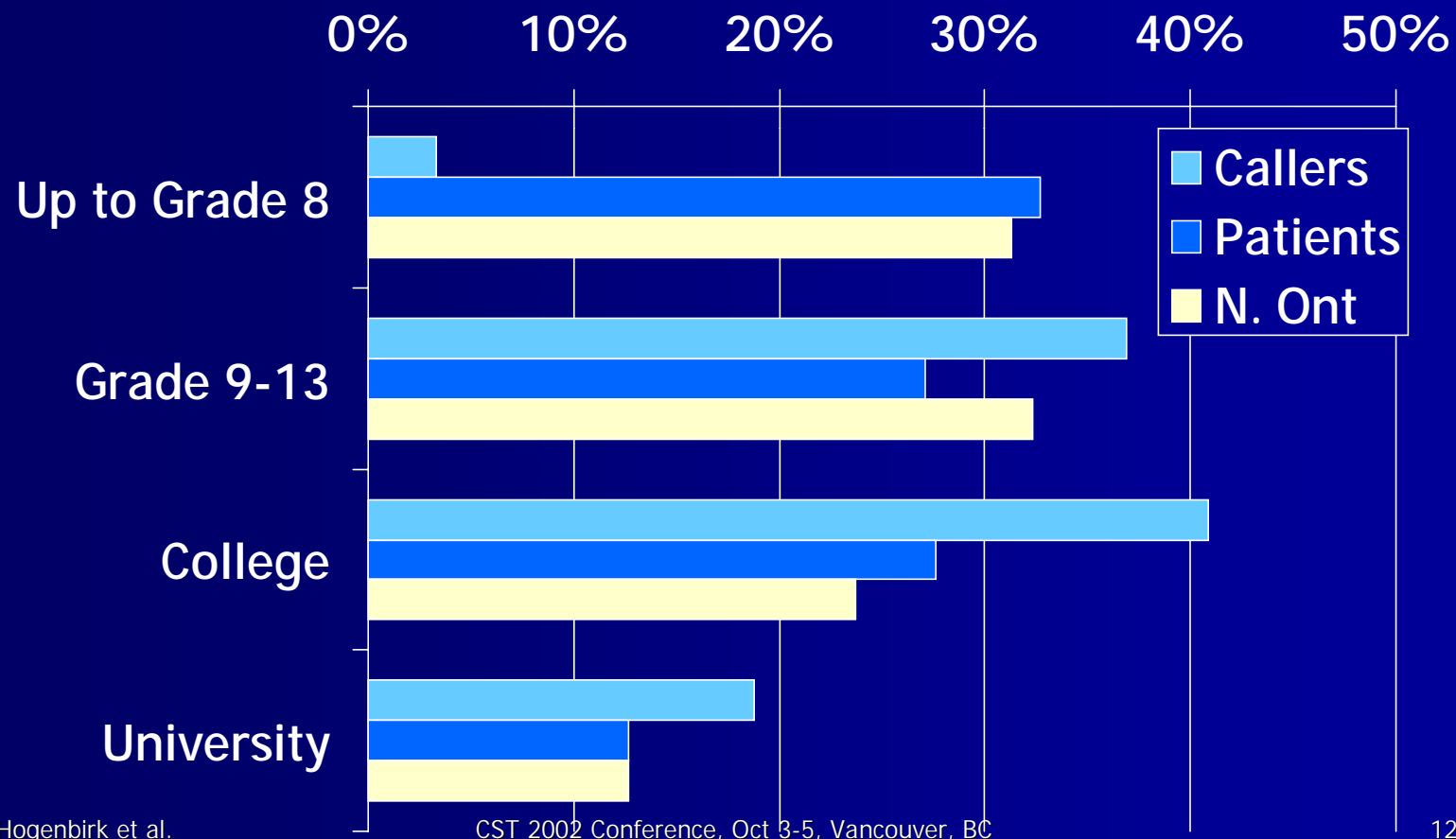
Age



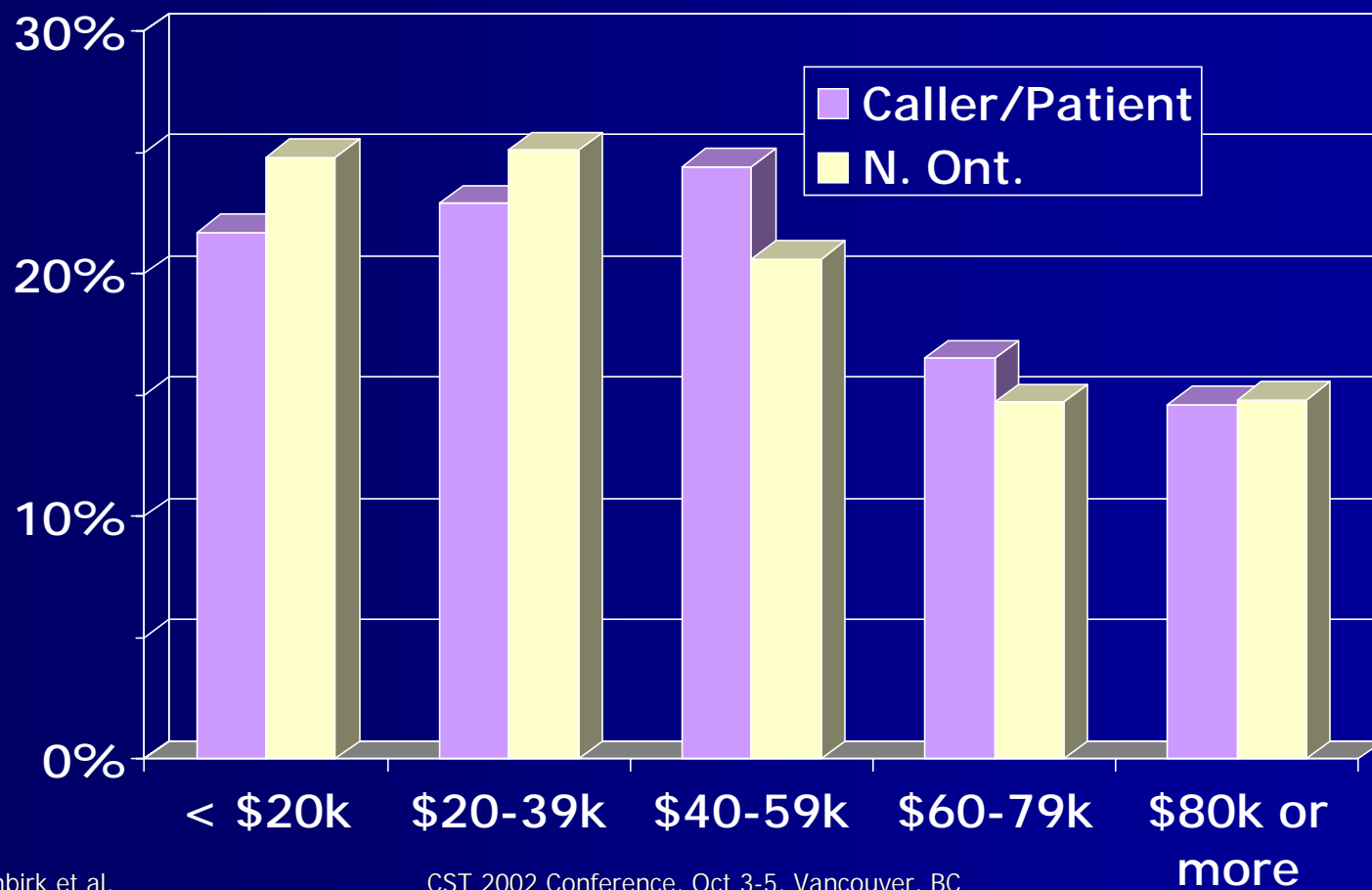
Language



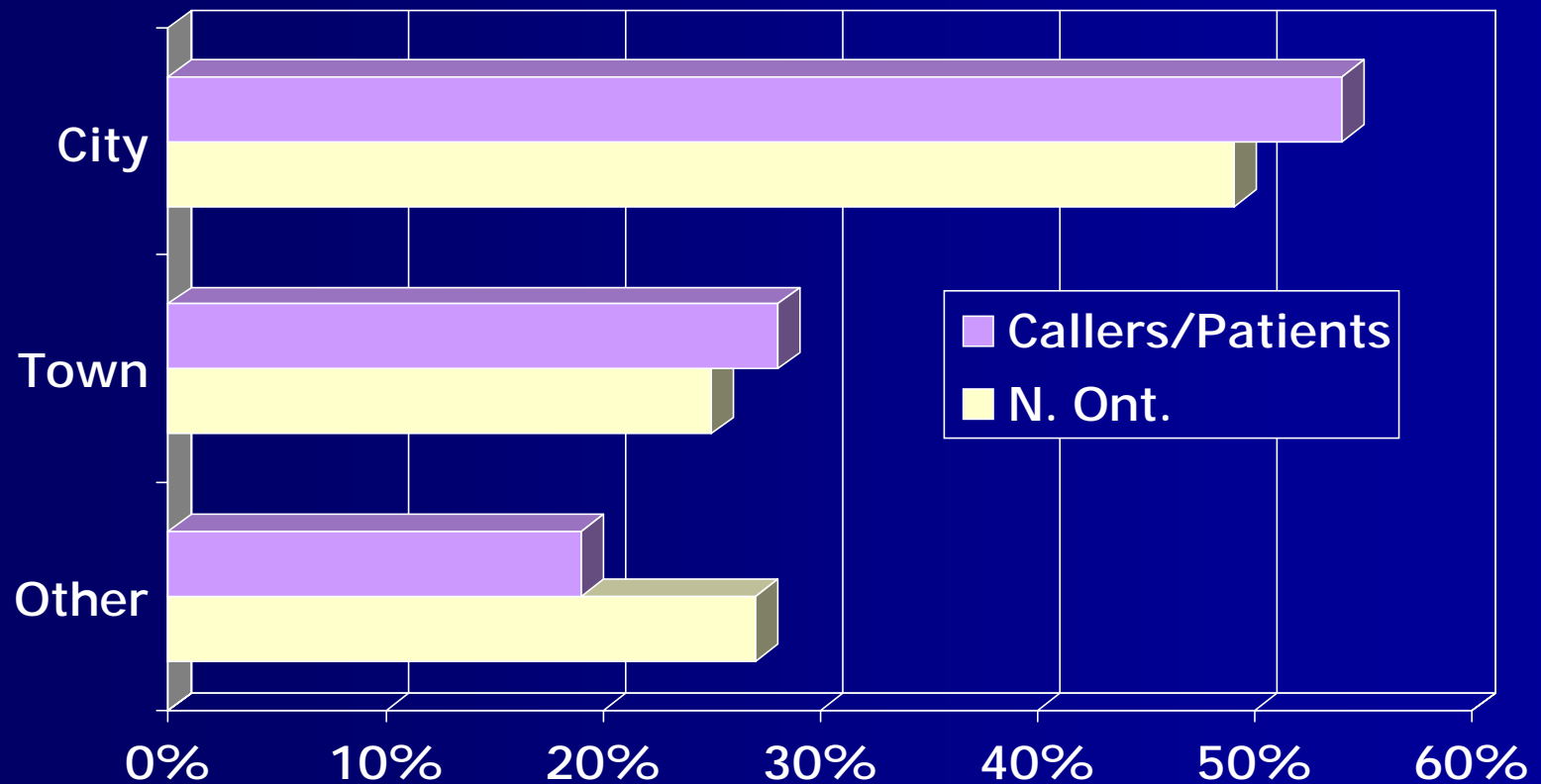
Education



Household Income



Geography



So, Who Called?

- Called in the evening
- Symptoms
- Callers:
 - female, married, calling for young son or daughter
- Patients:
 - female, <17 years old

Who Called?

- Relative to N. Ontario
 - More English-speaking
 - Younger
 - Better-educated
 - Higher household incomes
 - More from cities (and towns)

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