

# 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

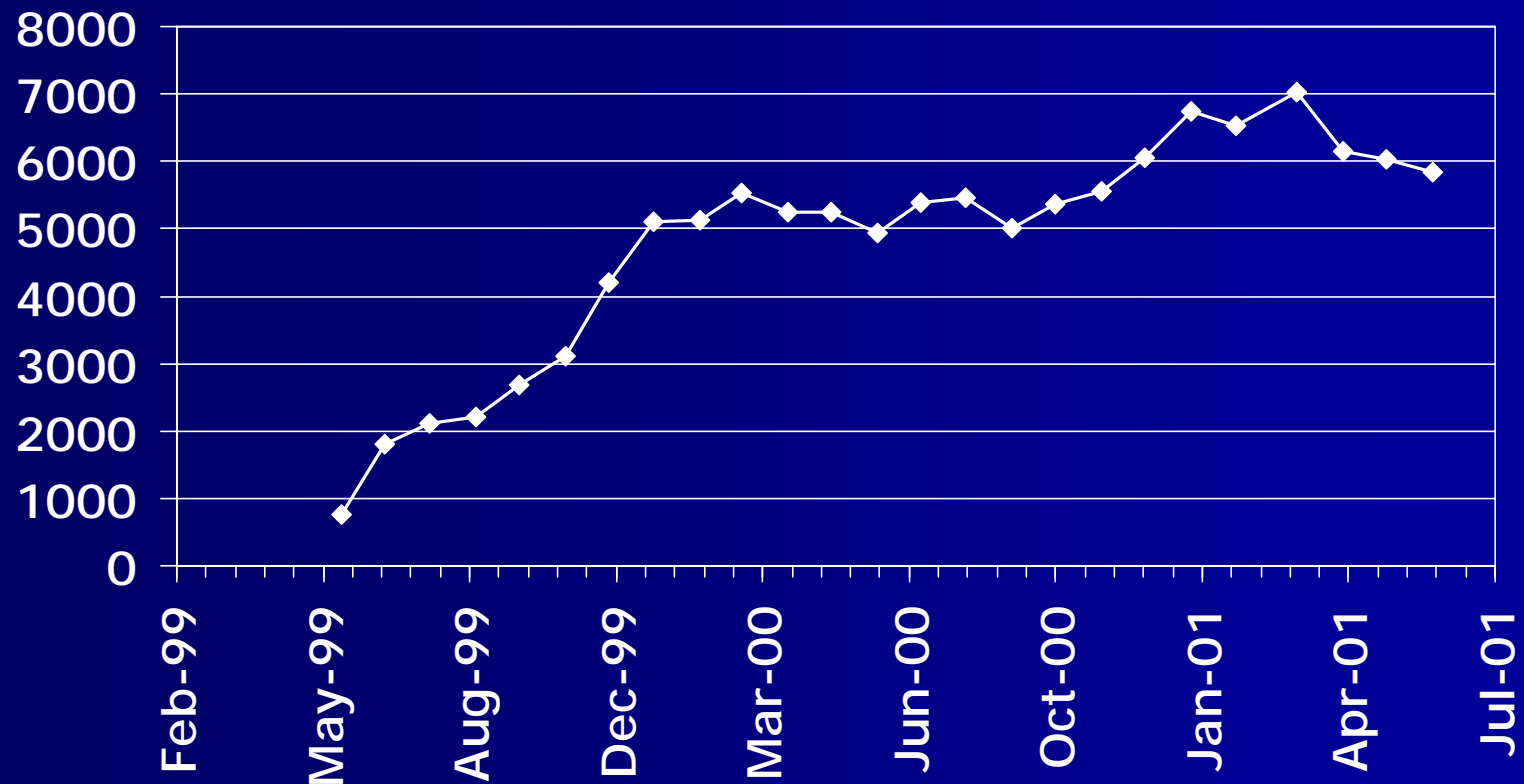


# Data Sources

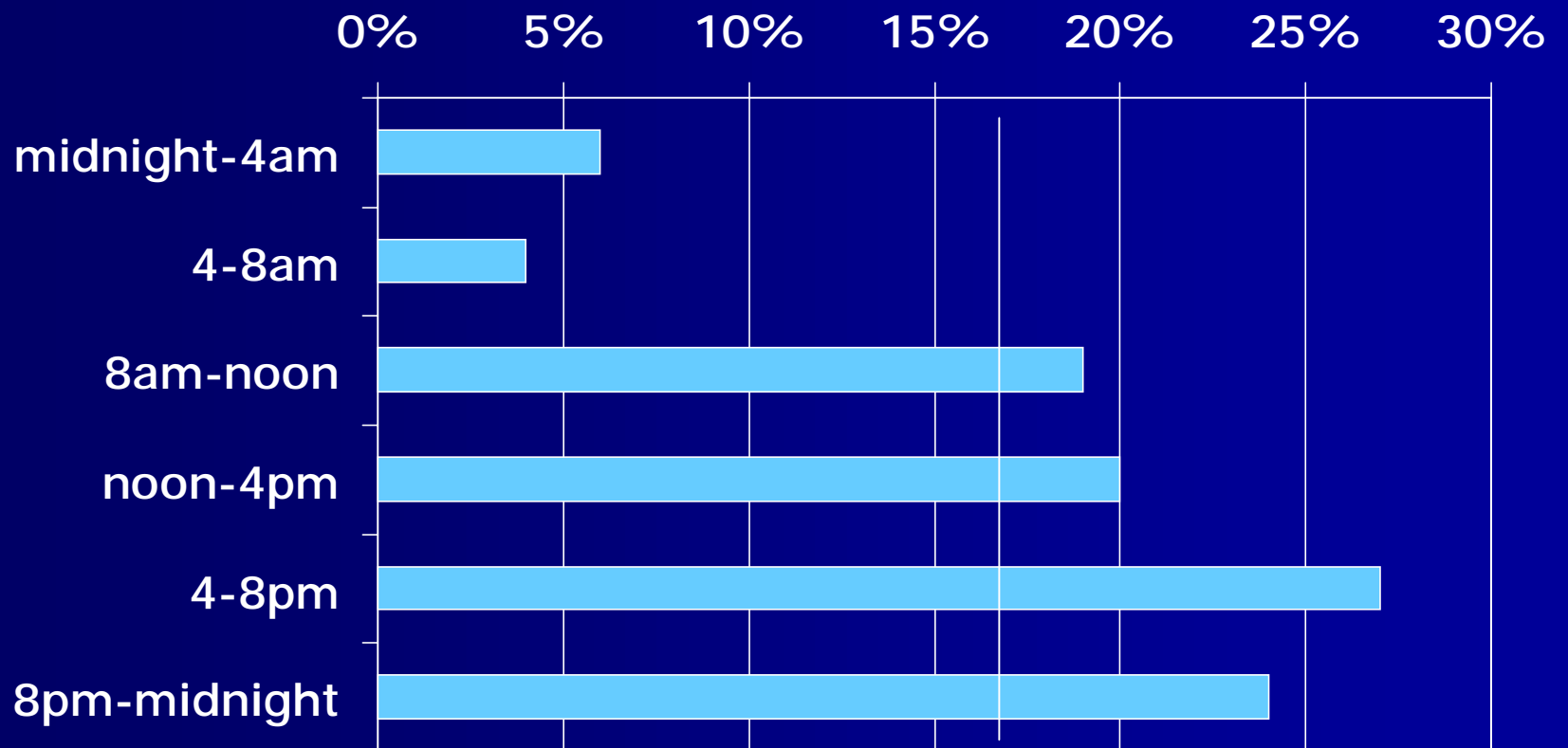
- 28,000 call records
  - Consenting callers
  - Recorded by Clinidata
  - Analyzed by ICES
- 2400 questionnaires
  - CRaNHR
- 1996 census data



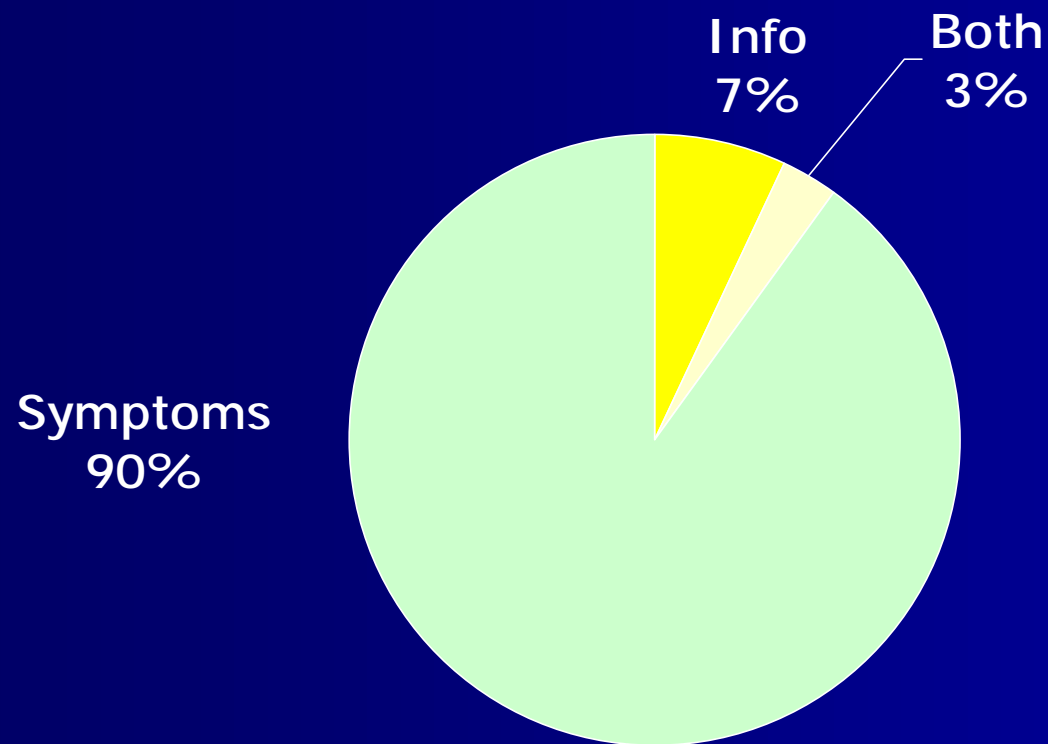
# How many people called the teletriage service?



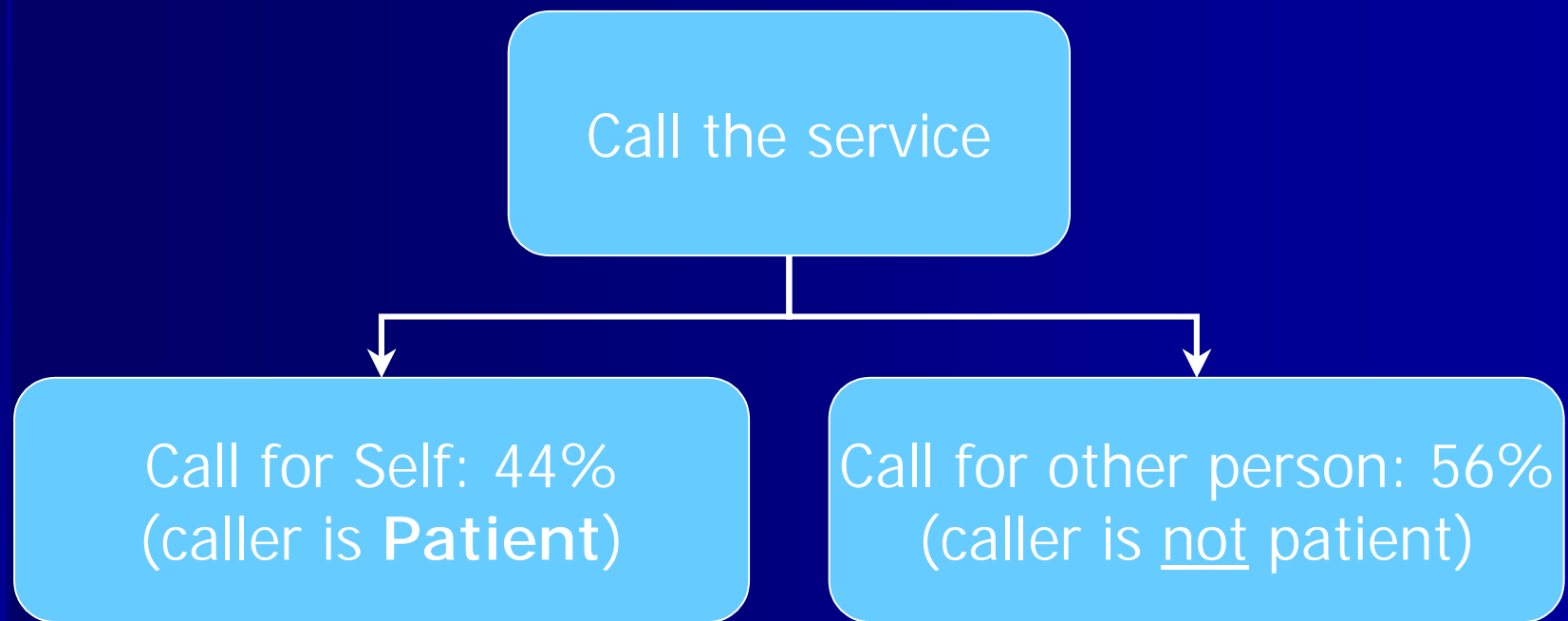
# When did they call?



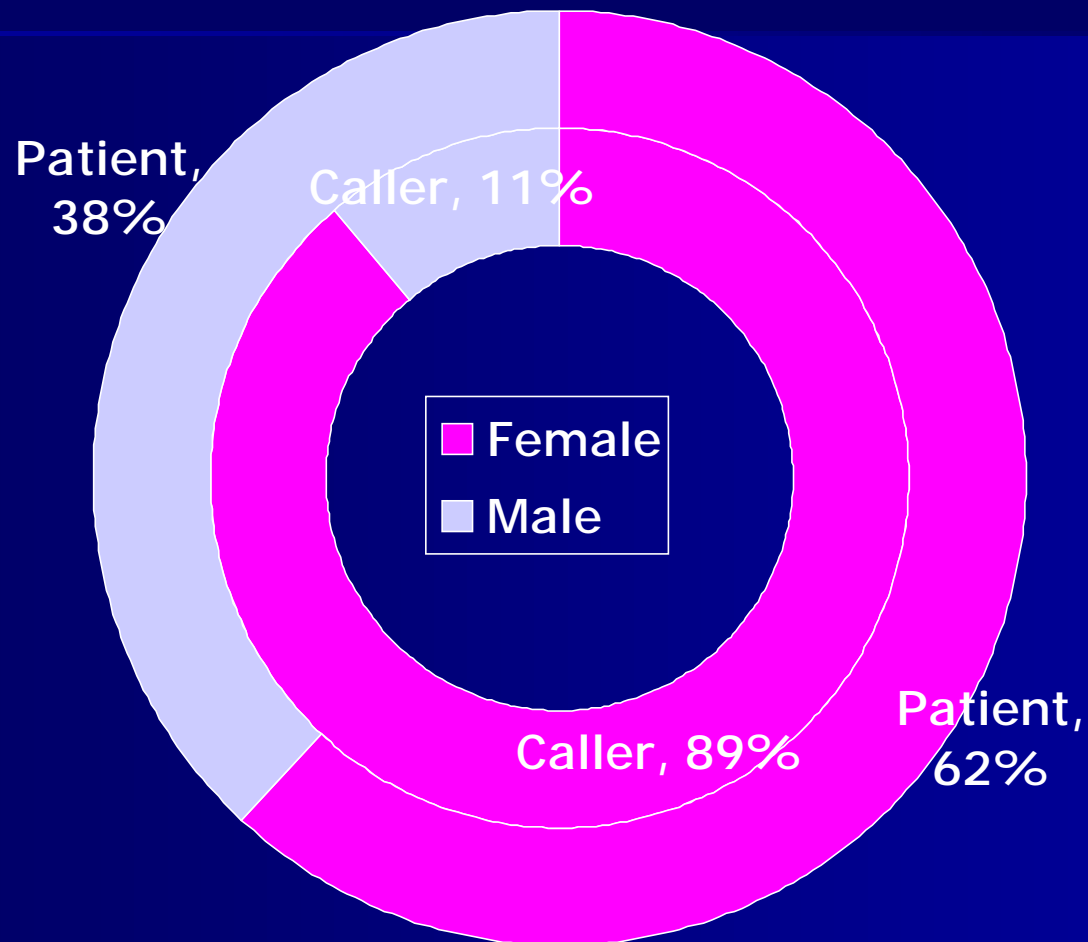
# Why did they call?



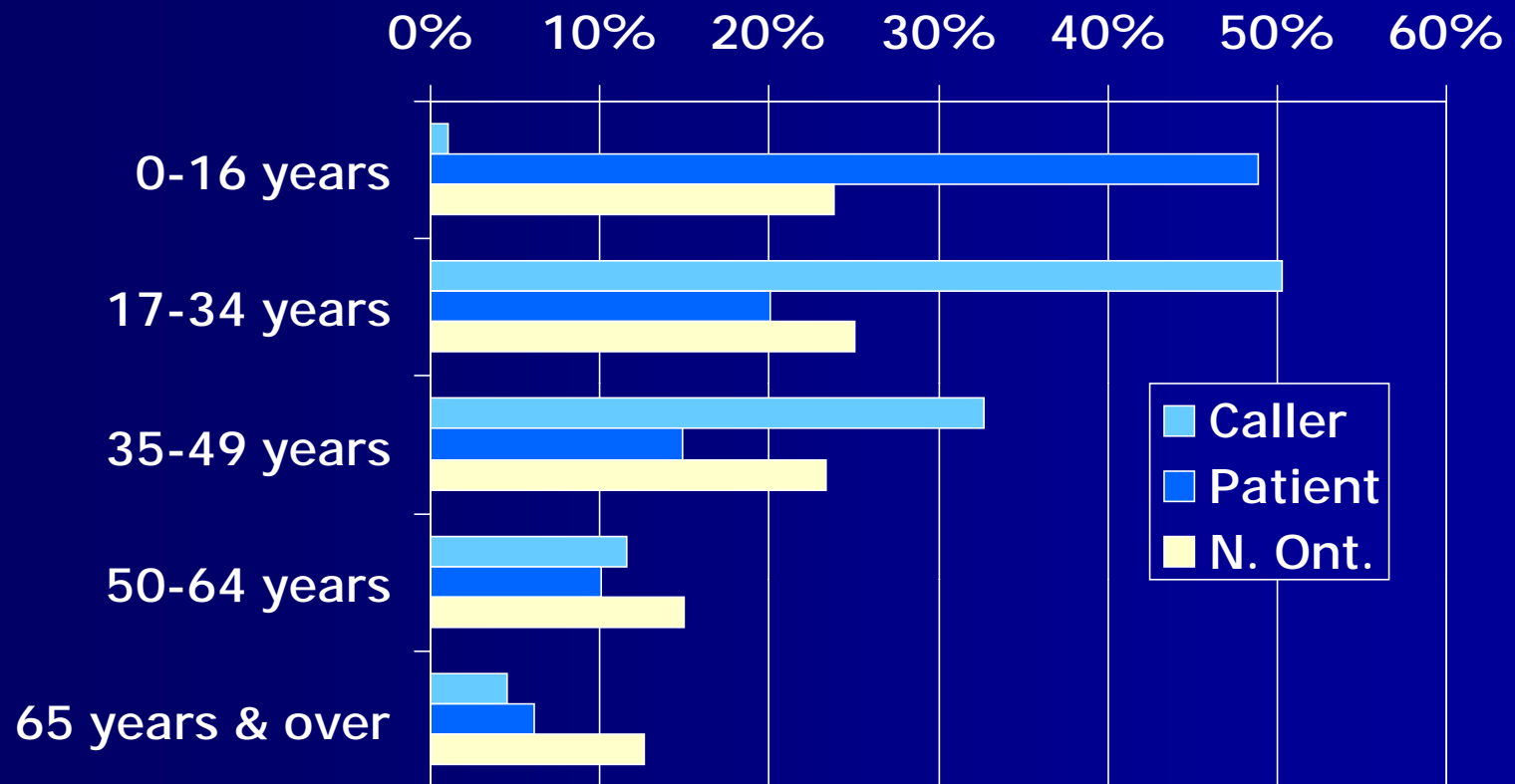
# Callers and Patients



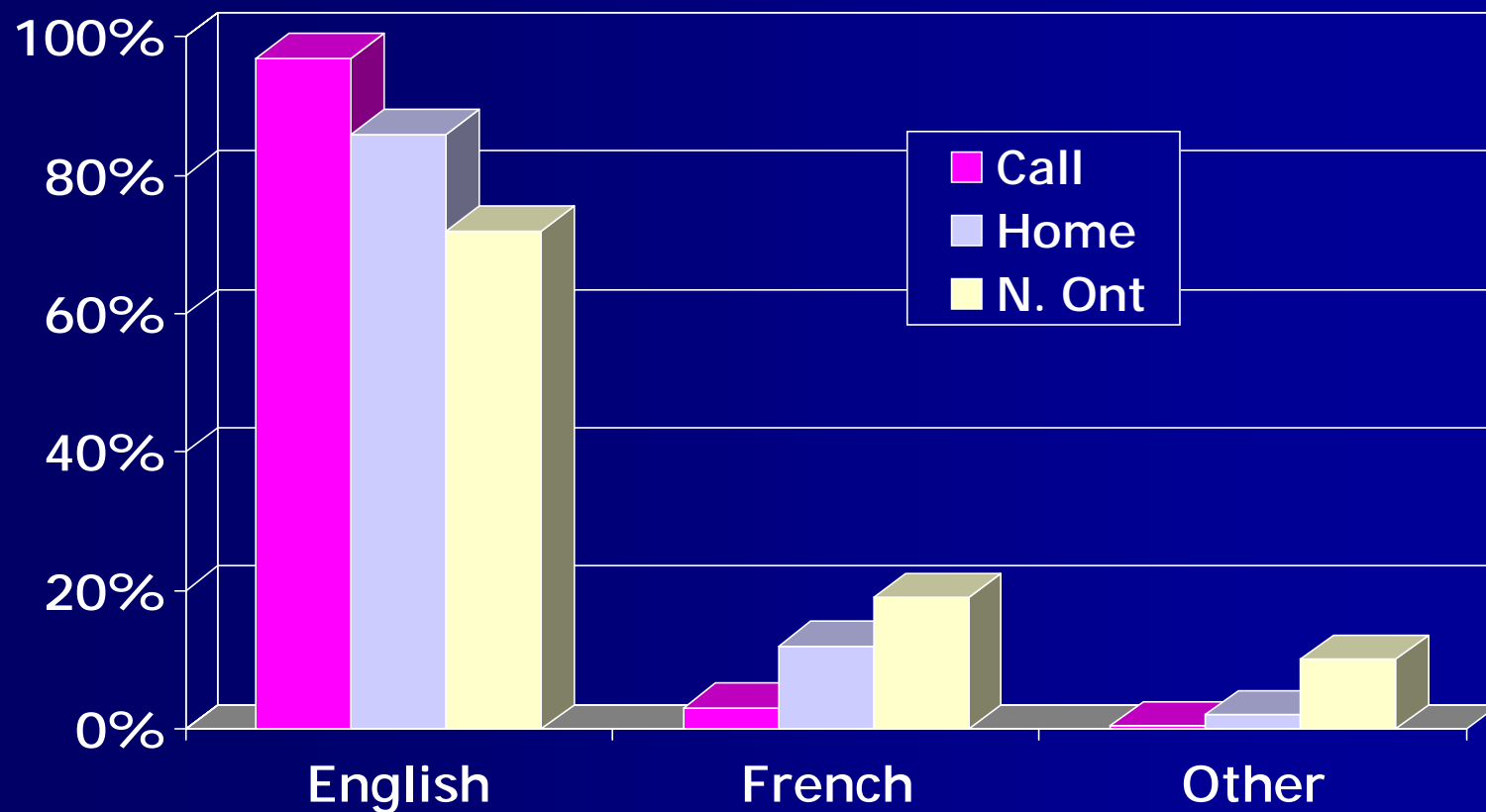
# Gender



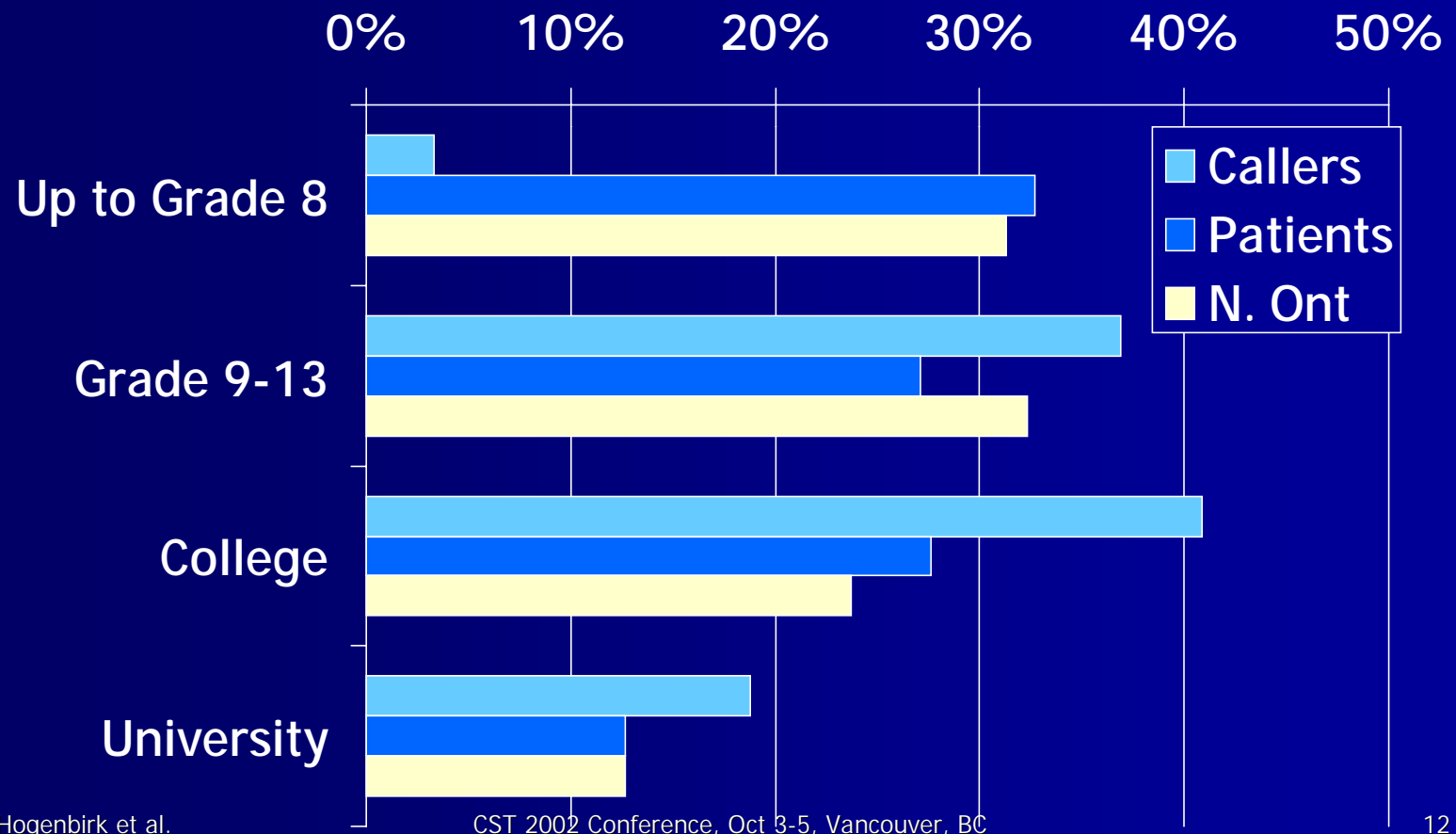
# Age



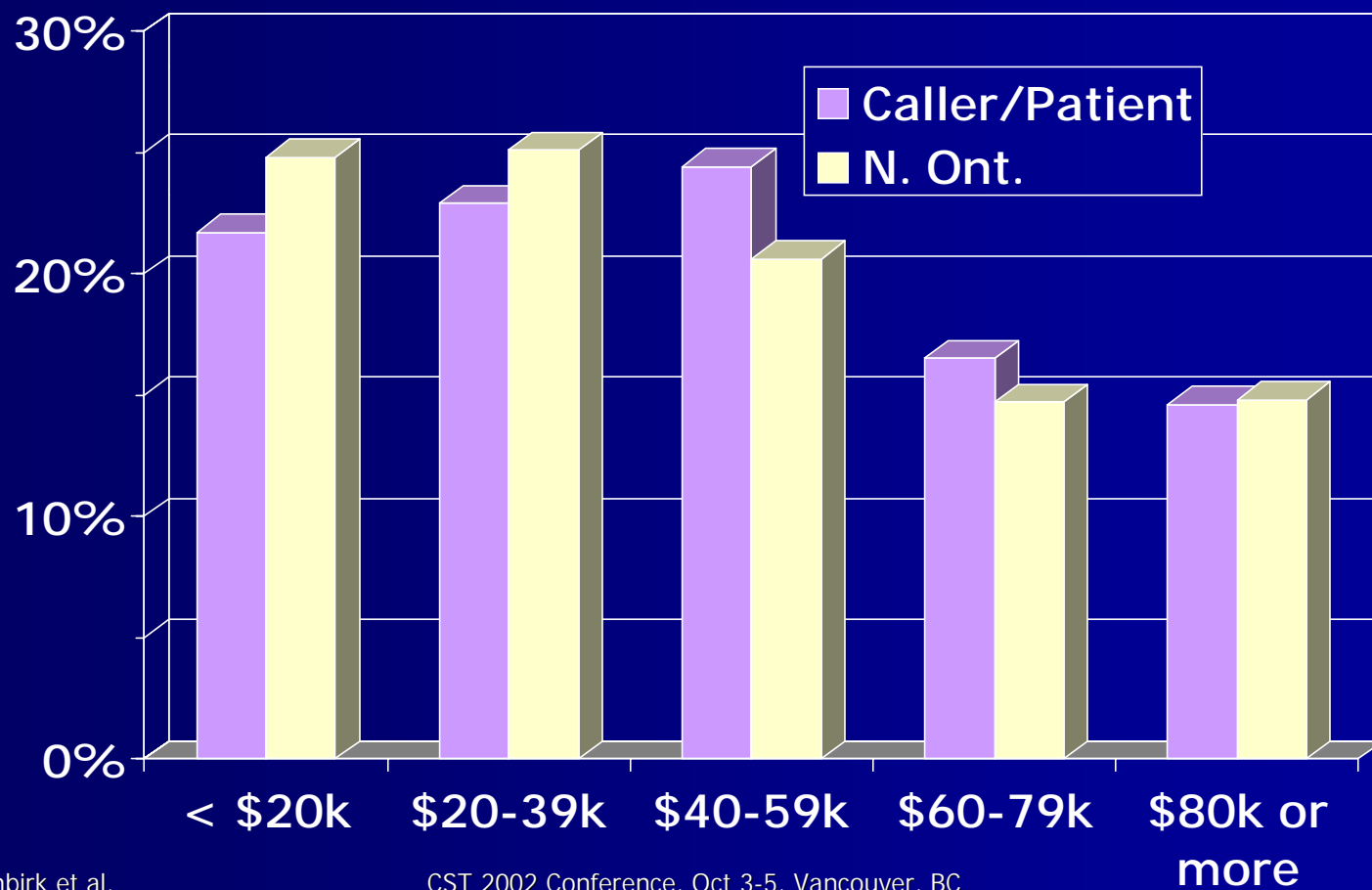
# Language



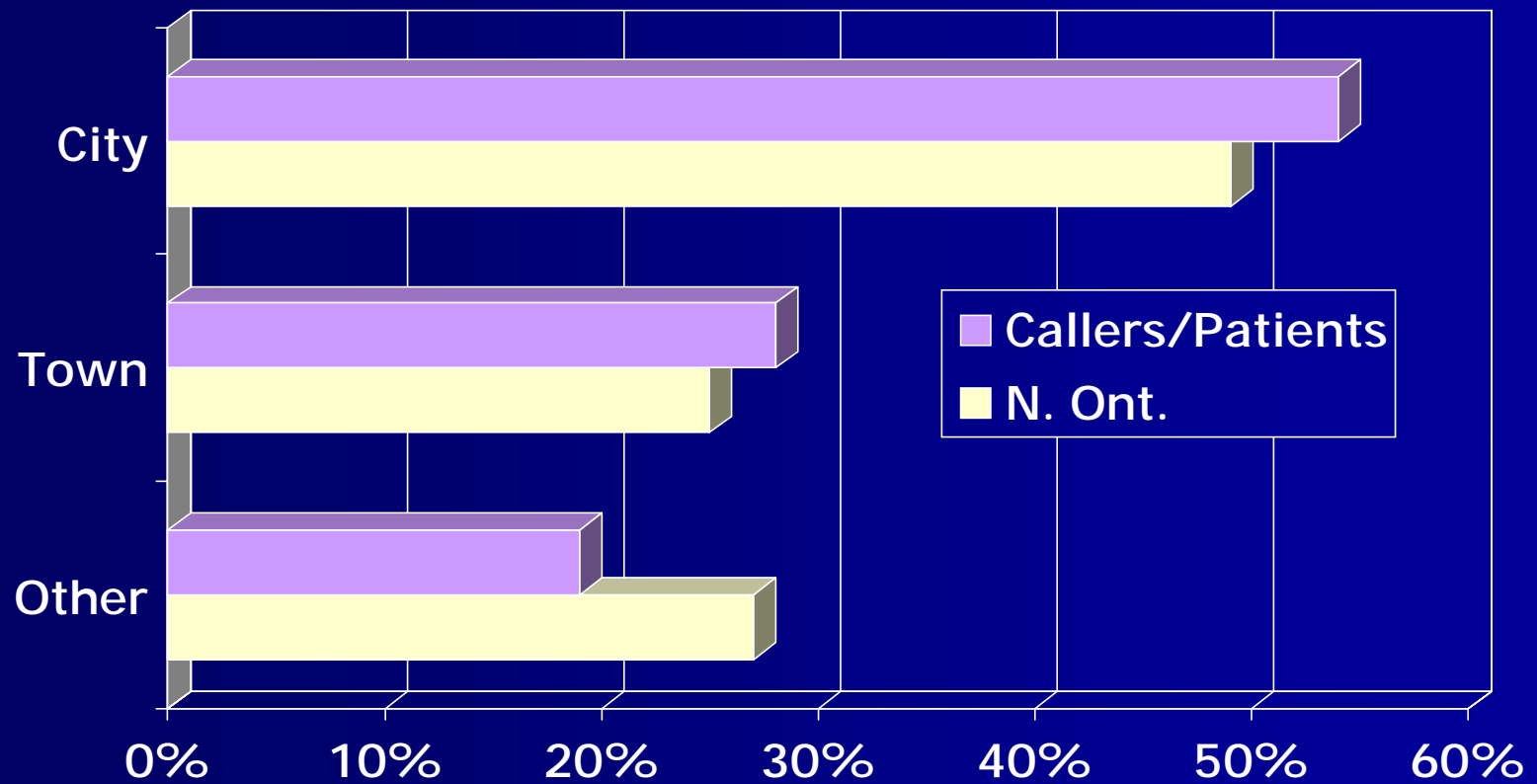
# Education



# 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)

# Acknowledgements

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  - Laurentian University