

Why do we need Clinical Telephone Assessment?

SA Ambulance Service receives hundreds of Triple Zero (000) calls each day. Fortunately they are not all urgent or life-threatening cases.

Naturally, the most urgent cases are given highest priority, which means non-urgent callers can wait longer for an ambulance and treatment in a hospital emergency department.

And a hospital emergency department is not always the best option for non-urgent patients, nor their preferred choice.

Clinical Telephone Assessment has been introduced to streamline their access to a detailed clinical assessment and a wider range of care options.

Right care for you

Clinical Telephone Assessment will facilitate patients' access to a range of care options including:

- Ambulance transport to hospital – either urgent or non-urgent
- Referral or ambulance transport to a Priority Care Centre
- Home-based care from Extended Care Paramedics or other services
- Mental health services
- Referral to the patient's GP or a locum doctor service

Rest assured, if a non-urgent patient requires an ambulance, it will be despatched and in some cases, Clinical Telephone Assessment may allow this to happen sooner. This is because the clinical assessment may reveal a caller's condition is actually more serious than first indicated.



**In an emergency
always call Triple Zero (000)
for expert medical assistance.**

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saambulance.com.au

SA Ambulance Service

Introducing

Clinical Telephone Assessment

More support for
Triple Zero (000)
callers

Right here for you
Right care for you



Government of South Australia
SA Health



SA
Ambulance
Service

SA Ambulance Service has introduced a new telehealth service for the least urgent callers to Triple Zero (000).

Experienced paramedics are now available to provide detailed clinical assessments by telephone for callers where the initial assessment has identified them as non-urgent.

For callers with urgent or life-threatening conditions, there is no change, and they will continue to receive an emergency ambulance response.

But for less urgent patients, the new Clinical Telephone Assessment service offers:

- Detailed clinical assessment sooner than if they waited for an ambulance
- A wider range of care options to provide the most appropriate care for their circumstances.

By reducing the reliance on hospital emergency departments for non-urgent patients, the new service will also leave more ambulances and paramedics available for the most urgent cases.



Clinical Telephone Assessment is a patient-centred approach and all decisions will be made in collaboration with the patient or their carer.

SA Ambulance receives 672 Triple Zero (000) calls a day*

Thankfully, these calls are not all emergencies. That's why we've introduced Clinical Telephone Assessment to:

- Provide clinical assessments over the phone
- Streamline patient access to a range of care options

