

INFORMATION FOR EMPLOYERS

Nursing Triage Telehealth Service

Habit Health's Nursing Triage Telehealth Service is designed to provide timely, accessible, and professional healthcare support for your employees.

By offering a virtual consultation with a registered nurse, we ensure that your staff receive the appropriate care and advice fast, saving valuable time and resources.

The service aims to resolve concerns quickly and point team members in the right direction, whether through a follow up appointment, or a recommendation to seek urgent care, see a GP, or access a specialised service like physiotherapy.

Our health system continues to struggle to cope with demand with staff shortages and high levels of need. COVID remains active in our communities and the stress that a "Twindemic" would place on the health system remains a realistic worry for our health care system.

One of the ways employers can assist is to provide Influenza Vaccinations to their workforce. This will not only protect their workplace but also their local communities

from the effects of ongoing illness and resultant community and industry disruption.

Flu vaccines remain one of the benefits employers can offer employees that also have a direct and measurable benefit for the employer by reducing productivity losses due to illness over the winter periods. By providing vaccinations for your staff, you will minimize additional stress caused by absence due to illness over the winter period.

What we can help with

Injuries – We assist with any injuries that occur within or outside of the workplace, providing advice and, when necessary, assisting in arranging follow-up care.

General Medical Concerns – Employees can use our service for general health concerns, whether related to illness, minor injuries, or other health inquiries.

Preventive Care – Our nurses can offer advice on managing ongoing health issues and suggest resources for maintaining long-term wellbeing.

How to book

Our goal is to provide fast advice to your team. Our nurses aim to call back within 60 minutes of the booking. This service is not intended for medical emergencies.

1. An employee or manager contacts the Habit Health Bookings team, bookings@habit.health, and requests a Nursing Triage Telehealth appointment.
2. Our nurses will call back or schedule an online appointment as soon as possible, usually within 60 minutes.
3. During the appointment a registered nurse will listen to the team member's medical concern and provide advice and guidance on next steps. Next steps may include a recommendation to seek further medical attention e.g. urgent care or GP, or a referral to Habit Health physiotherapy services if appropriate.

If you miss the nurse's call, they will try again. After multiple missed attempts, you may need to rebook.

Who is this service for?

This service is available to individuals referred through their workplace. It's designed for non-emergency medical concerns, helping with everything from minor injuries to general health issues.

What can a nurse help with?

The nurse can:

- Assess symptoms and guide your next steps
- Provide general health advice
- Recommend whether you need to see a doctor, go to urgent care, or manage the

issue at home, or refer you to services like physiotherapy or mental health support

- Support you with injury management or return-to-work planning

We can help with issues such as:

- Minor injuries (e.g. sprains, cuts, bruises)
- Any workplace injuries where you're unsure what action is needed
- New or ongoing pain (e.g. back, joints)
- Cold or flu symptoms
- Skin rashes or infections
- Work-related discomfort or signs of strain
- Medication side effects
- General health issues you're unsure about

Is this a replacement for seeing a GP?

This service is not a substitute for visiting your GP. It provides initial assessment and guidance only. Nurses cannot issue prescriptions or medical certificates. If those are required, the nurse will recommend and help you connect with the appropriate service.

How does the appointment work?

Our nurses are available to support you between Monday – Friday 8am – 4.30pm. We will phone you directly or arrange an online appointment. You're welcome to have a support person with you during the consultation.

How should I prepare?

To prepare for the call, it helps to have:

- A list of your symptoms and when they started
- A list of any medications you're taking
- Relevant medical history or documents
- A pen and paper to jot down advice or referrals

Will my employer be told about my consultation?

Your consultation is confidential. Information will only be shared with your employer if you give consent, for example, if your condition could impact your safety at work. The nurse will inform you before anything is disclosed.