



**SAÚDE 24**  
**808 24 24 24**

O número que o liga à saúde.

# Saúde 24

## The Contact Centre of the Portuguese National Health Service



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# Object

- Present Saúde 24

# Topics

1. What is **Saúde 24**
2. Goals
3. Investment and Governance Model
4. 1st Year of Activity – Facts and Figures

# 1. What is Saúde 24?

1.1 What is Saúde 24?

1.2 Services

1.3 Channels

1.4 Technological Architecture

# 1.1 What is Saúde 24?



## Saúde 24 is

- a new service of the Portuguese National Health Service (SNS)
- a multi-channel Contact Centre;

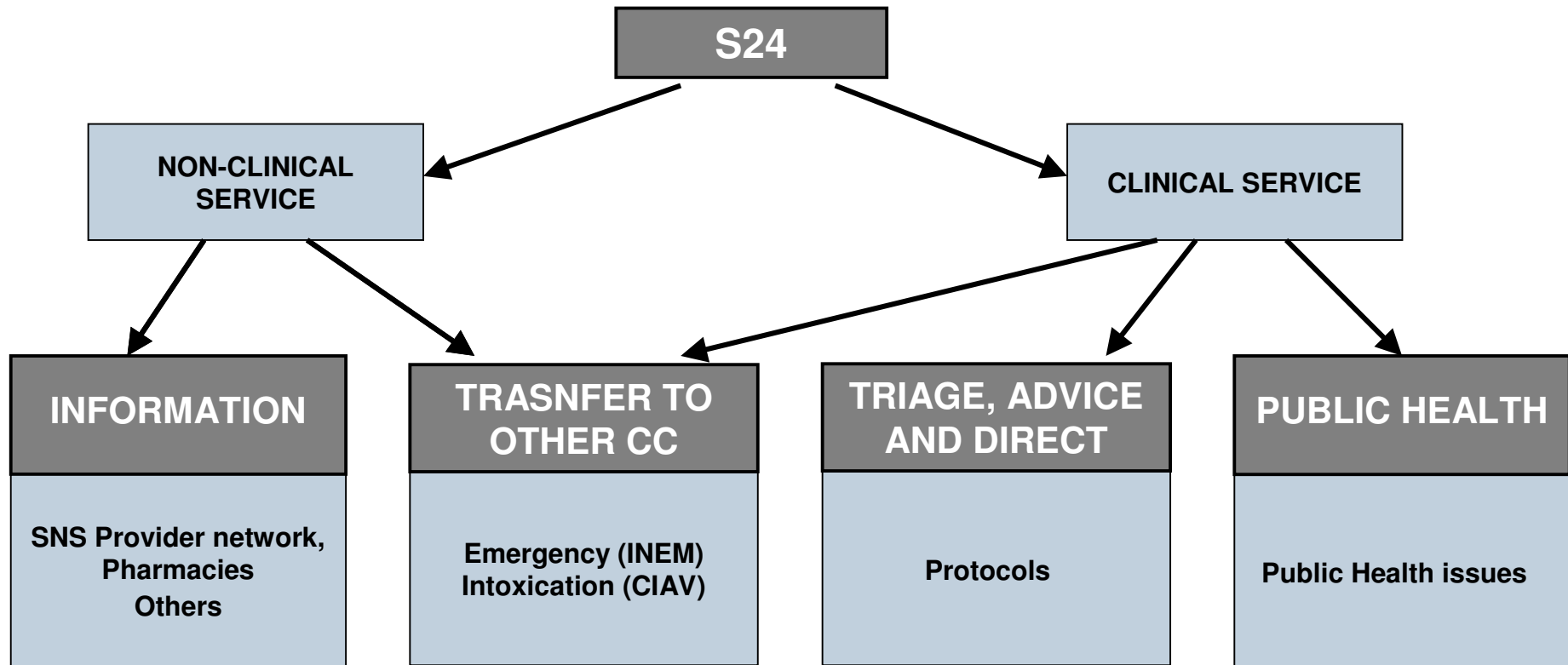
*Saúde 24 has replaced the former paediatric help line and integrates the former Public Health Line*

## Saúde 24 addresses to:

- all citizens

# 1.2 Services

Saúde 24 provides the following services



## 1.2 Services

- *General Information (IGS)*
  - This is a non clinical service;
  - The contents of IGS are published by the Directorate of Health (DGS); many of them are decentralized edited by other SNS organizations
  - The initial information available refers to the healthcare providers network (SNS) and Pharmacies



## 1.2 Services

- *Clinical Services – Specific Health Problem*

- This service aims to listen to citizens with specific health problems, understand their needs, clarify their doubts and advice them to the specific level of care including:

- Self-care, primary care, hospital care, emergency or setup a follow-up call

- This service is assisted by nurses trained in the system who can be supported by chemists



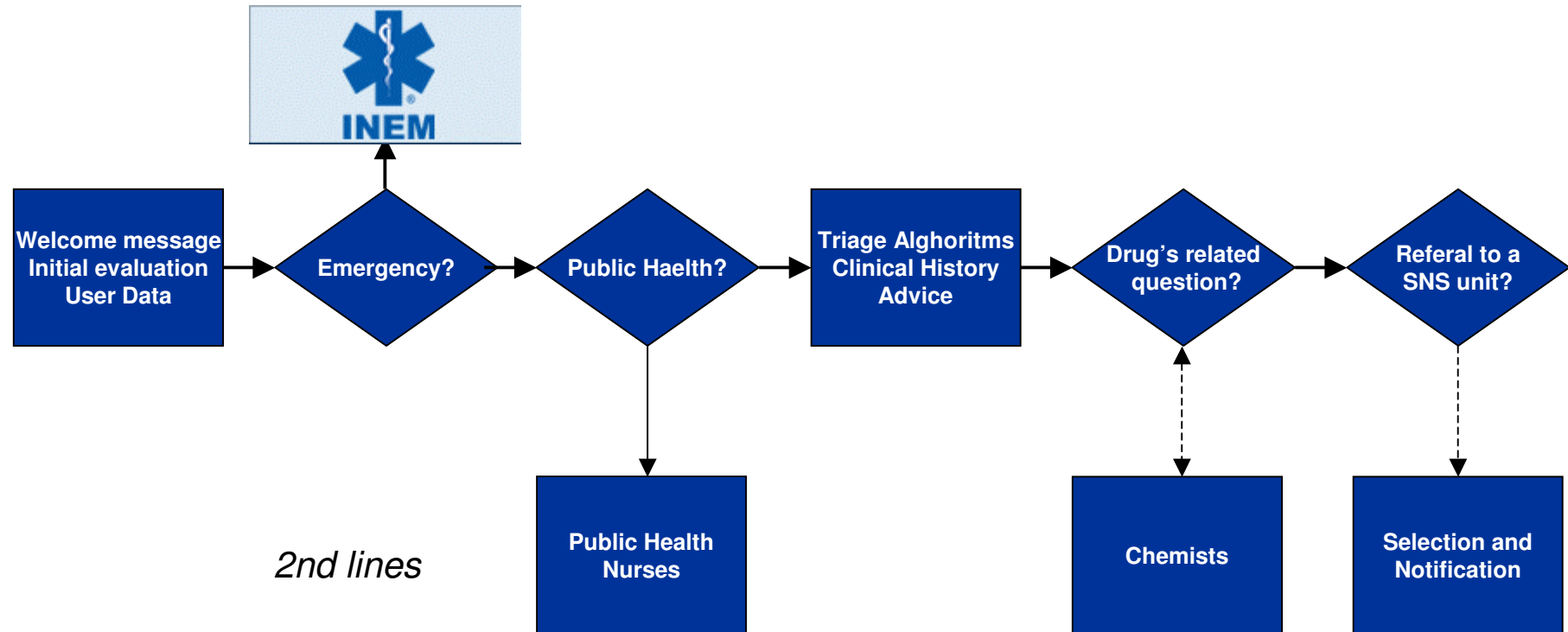
# 1.2 Services

- *Clinical Services – Public Health*
  - Public health related issues are transferred to a 2nd line - “Linha Saúde Pública” – which is a former service of Directorate of Health (DGS)
  - Public health dossiers are also available in the Web Site
    - Traveller guide
    - Vaccination
    - Flu and other epidemic
    - ...



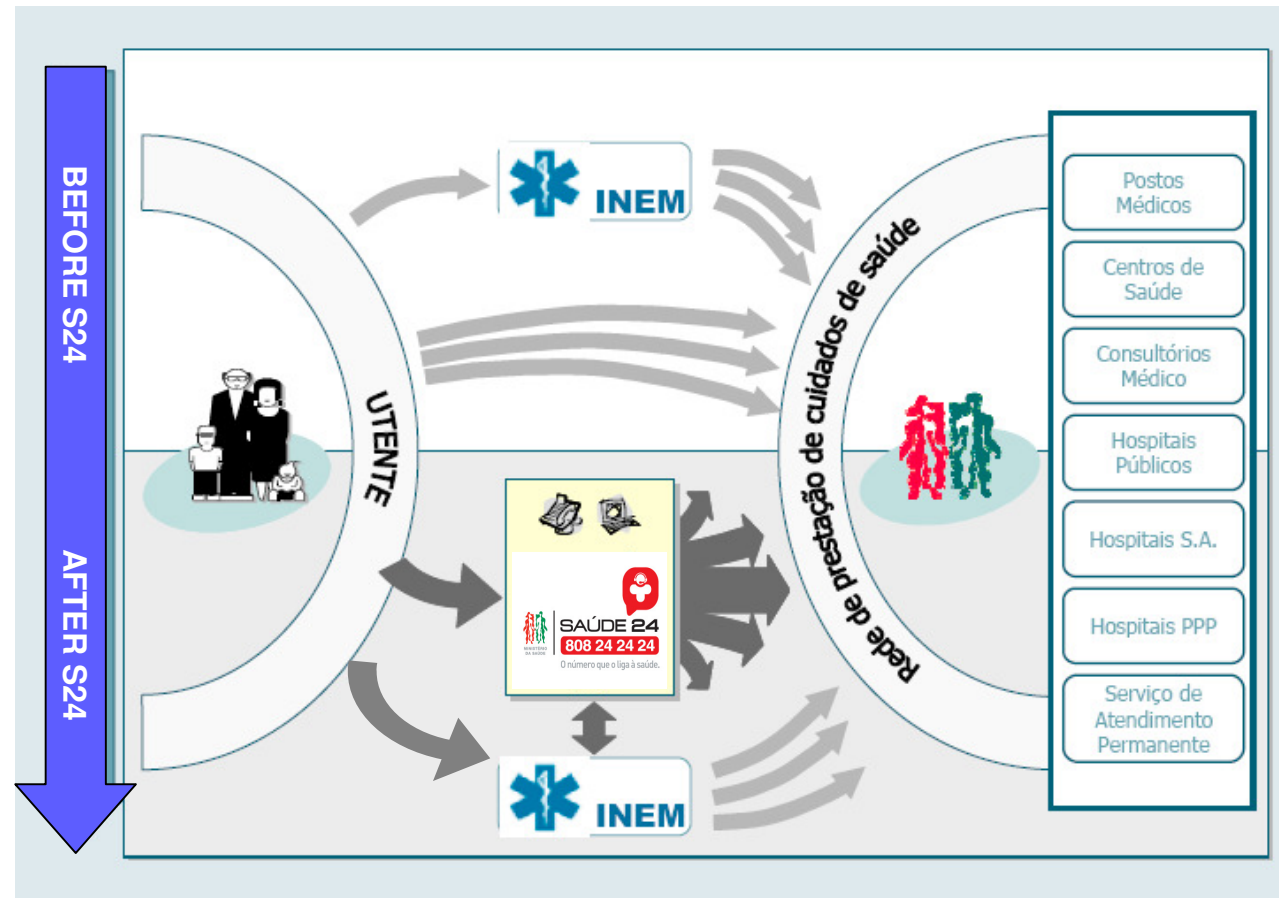
# 1.2 Services

- Clinical Services*



## 1.2 Services

- Clinical services - refer to the health care provider network to the appropriate level of care*



# 1.3 Channels

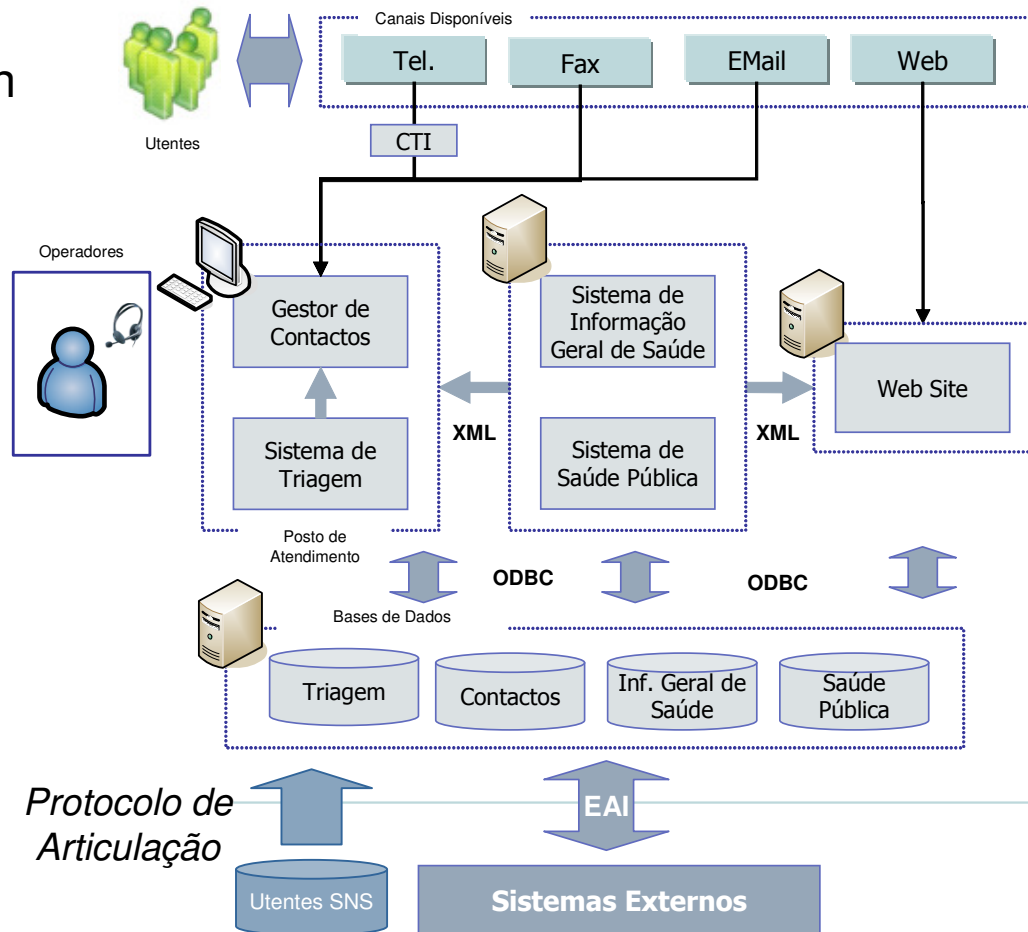
## Saúde 24 Access Channels

Canais	Telefone		E-mail		Fax		Internet	
	IN	OUT	IN	OUT	IN	OUT	IN	OUT
Triage, advice & direct treatments	X	X						
Follow up	X							
Public health	X	LSP	X	LSP	X	LSP	X	X/LSP
Information	X	X	X	X	X	X	X	X
Return call		X						

Saúde 24 also provides a chat tool dedicated to people with special needs, namely people with speaking and/or hearing disability

# 1.4 Technological Architecture

- The main system (CAS) is the same used by the British NHS Direct and NHS 24, although adapted to the Portuguese scenario;
- This system is based on algorithms of triage classified by symptom, age, gender and traumatic or non-traumatic, approved by DGS prior it's use and reviewed every 6 months
- The system integrates external data, including the SNS Users register and the SNS provider network



## 2. Goals

## 2. Goals

### Saúde 24 aims to

- provide closer relationship with citizens through the creation of new contact channels
- provide wider and easier access to health professionals and health information
- referral the citizen to the appropriated care provider avoiding unnecessary dislocations to emergency room services and bottlenecks in provider network units
- implement an alert and communication tool to respond to public health threats

## 2. Goals

**At the end, Saúde 24 is expected to**

- obtain effective health gains by informing citizens and adequate the response to particular health problems
- improve SNS effectiveness and efficiency by directing citizens to the suitable health care provider
- improve the response to public health threats
- improve citizen satisfaction with SNS

*Not yet proved but near 50% of people who contacted Saúde 24 affirm to have changed it's inicial intention after the contact, which indicates that health resources are beeing used more rationally*

# 3. Investment and Governance Model

3.1 PPP

3.2 Why a PPP?

## 3.1 Public-private partnership

- Saúde 24 is a Public-private partnership (PPP)
  - is a government service or private business venture which is funded and operated through a partnership of government and one private sector company
  - Is similar as PFI (Private Finance Initiative), capital investment is made by the private sector on the strength of a contract with government to provide agreed services.

## 3.2 Why a PPP?

- This model was adopted because it was considered a *more economic, efficient and effective option to implement, in the short-term, the Contact Centre*
  - *The Centre was setup in 8 months*
- Also, this is a means to promote innovation and improve service quality, efficiency and effectiveness overcoming financial and management limitations of the State
  - *Saúde 24 is run on a basis of outputs, namely performance indicators, service level agreement and client satisfaction*
  - *Saúde 24 actively contributes to the innovation of Information Systems of the SNS*

# 4. First Year of Activity

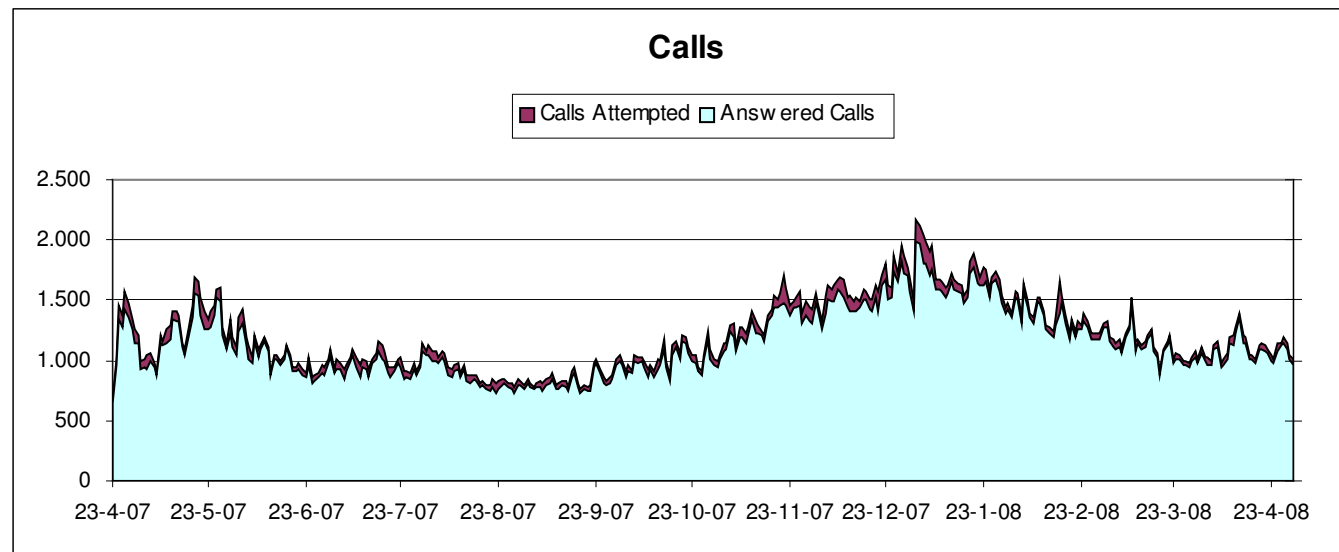
## Facts and Figures

# Activity indicators

	Received Calls	Answered calls	Eficacy
Total	451396	427091	95%
%		94,62%	
mean / day		1 142	

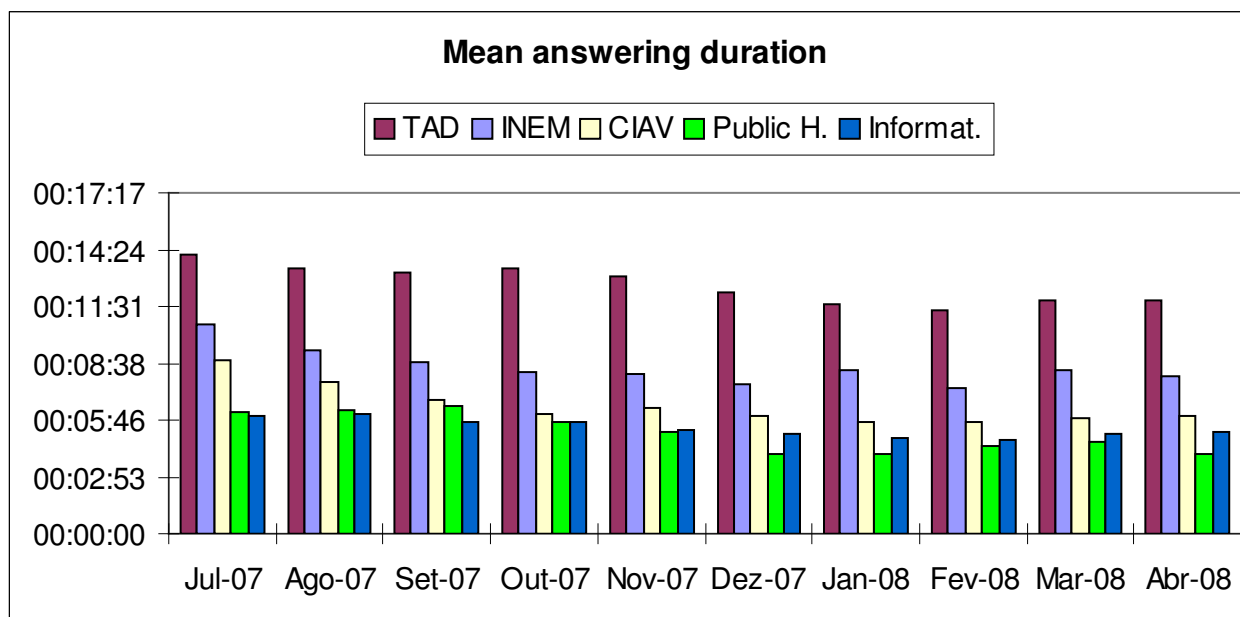
	Written contacts	Web Chat contacts
Total	428	522
%	0,09%	0,12%
mean / day	2	3

	Follow-up calls
Total	468
%	0,11%
mean / day	4

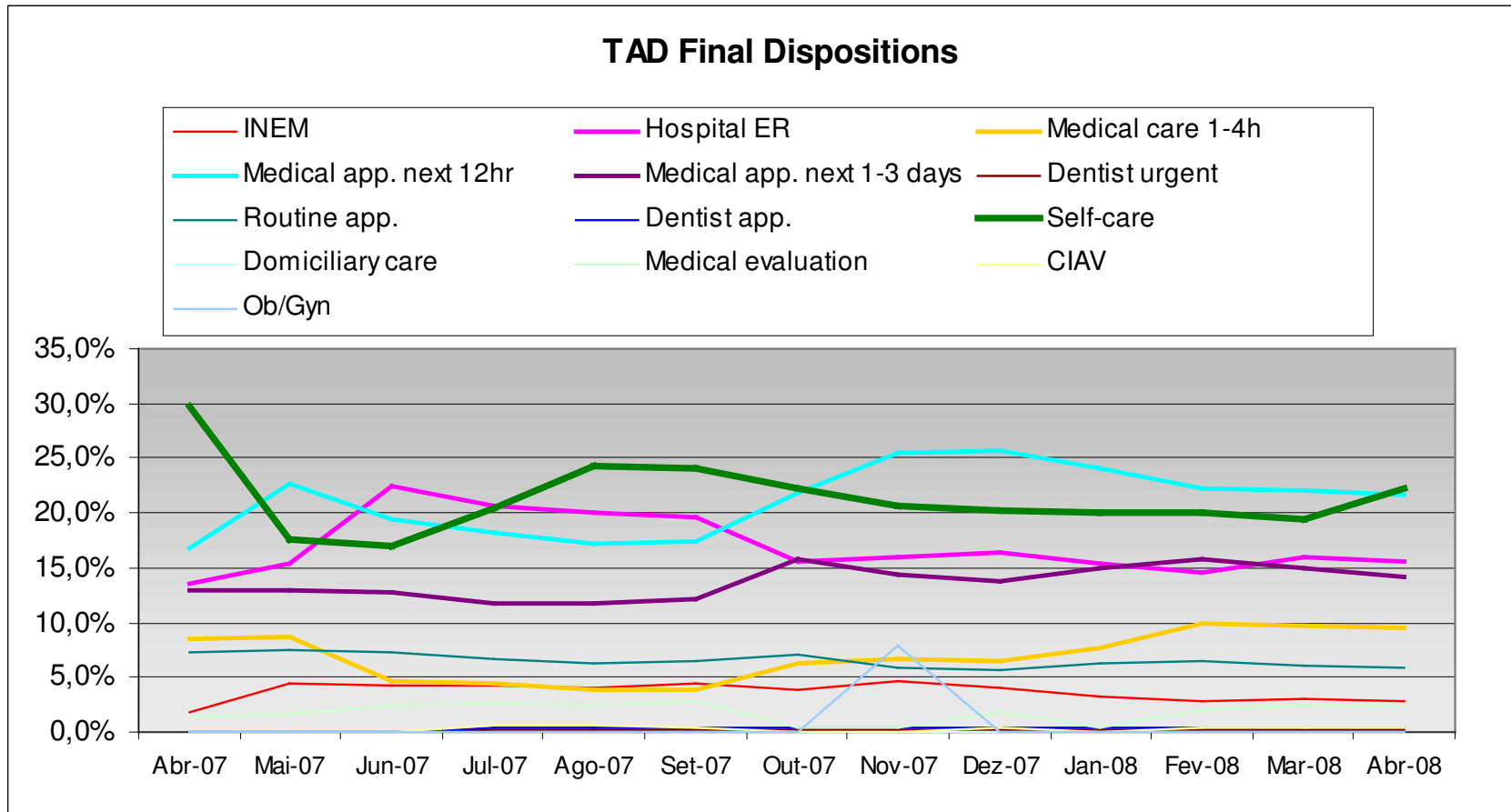


# Type of service distribution indicators

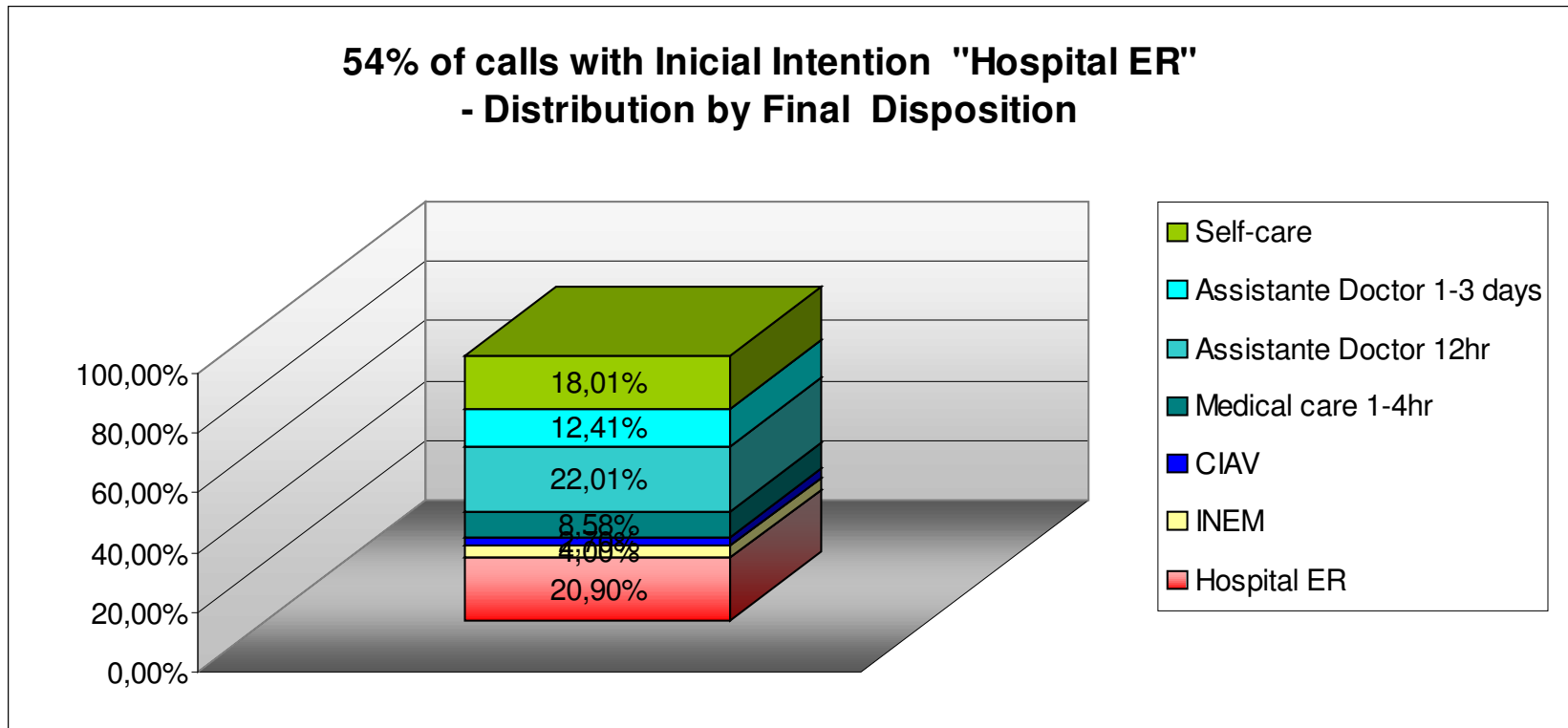
SERVICES	TAD		Public Health	Information	Total
	Triage, Advice & Direct	with Drugs Advice			
Total	323819	11322	19576	32127	386844
%	75,82%	2,65%	4,58%	7,52%	90,58%
mean / day	866	62	52	86	



# Clinical contacts



# Intention change





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