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# Infectious Disease COVID-19 Hotline

Initiative Type

Service Improvement

Status

Deliver

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06 March 2022

Last updated

28 June 2022

URL

<https://clinicaexcellence.qld.gov.au/improvement-exchange/infectious-disease-covid-19-hotline>

## Summary

The formation of a team of infectious disease (ID) physicians working in remote and rural areas or with limited ID access, tasked with providing out of hours ID and COVID-19 advice to seven Hospital and Health Services (HHSs).

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## Key dates

Jan 2020

Dec 2020

## Implementation sites

Torres and Cape HHS, North West HHS, Central West HHS, South West HHS, Mackay HHS, Darling Downs HHS, West Moreton HHS

## Key Contacts

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## Aim

To meet the need for specialist ID advice including specific COVID-19 advice, with the onset of the pandemic.

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## Benefits

- this after-hours team has allowed ID physicians that had very limited on-call options, to be on-call less frequently (potentially reducing burnout)
- after-hours on-call advice/testing management during the COVID-19 outbreak in Ipswich in early 2021
- supportive team quick to disseminate or flag things of interest to the team.
- insight into seven HHSs.

## Background

With the onset of the COVID-19 pandemic, it became clear that rural hospitals did not have the same access to ID specialists when compared to metropolitan hospitals.

## Solutions Implemented

Formation of an out of hours ID hotline service for seven rural HHSs staffed by seven ID physicians on a rotating roster.

## Evaluation and Results

- The hotline service is ongoing.
- Data collection has been amended to include data on rapid test approvals.
- Opportunities for further integration of ID/antimicrobial stewardship (AMS) advice with patient clinical information systems is being evaluated.

## Lessons Learnt

Formal data collection from the outset (commenced early May 2020, robust data collected from September 2020)

