



St John Clinical Hub referrals to Urgent Care Clinics via Emergency Q

Information for urgent care clinic teams

Within the St John Clinical Hub, St John paramedics and Homecare Medical nurses provide secondary telephone triage for low acuity calls. This is to ensure that people who have called 111 receive the right care, in the right place, at the right time. When appropriate, patients are given advice to be seen at a local urgent care clinic, without receiving an ambulance response, whereby the cost of the consultation will be covered by POAC.

St John have been working closely with Emergency Q to streamline this process which allows low acuity 111 callers consistent access to the most appropriate care for their needs. The Emergency Q system generates a voucher for the patient, shows wait times and provides tracking to ensure the patient presents at the designated clinic.

All urgent care clinics already working alongside Emergency Q will be notified of this service improvement via Emergency Q. For all other urgent care clinics please note that although the underlying clinical process has not changed you will now see patients present to your clinic with an SMS voucher on their phone. For funding via POAC please follow your current process.

The St John Emergency Q pilot will go live on the 30th November. Please see a poster attached which provides further information, as well as an example of an SMS voucher.

If you have any questions or queries, get in touch by emailing: clinical.excellence@stjohn.org.nz. Thank you for supporting this initiative.

Yours sincerely,

Alisha Cossar
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St John