

How Healthdirect Australia supports 26 million citizens with Infermedica

1. Self-service symptom checker

- Empowers Australians to assess symptoms online and receive clear next steps
- Integrates into Healthdirect's platform reducing unnecessary healthcare visits by guiding users to the right care

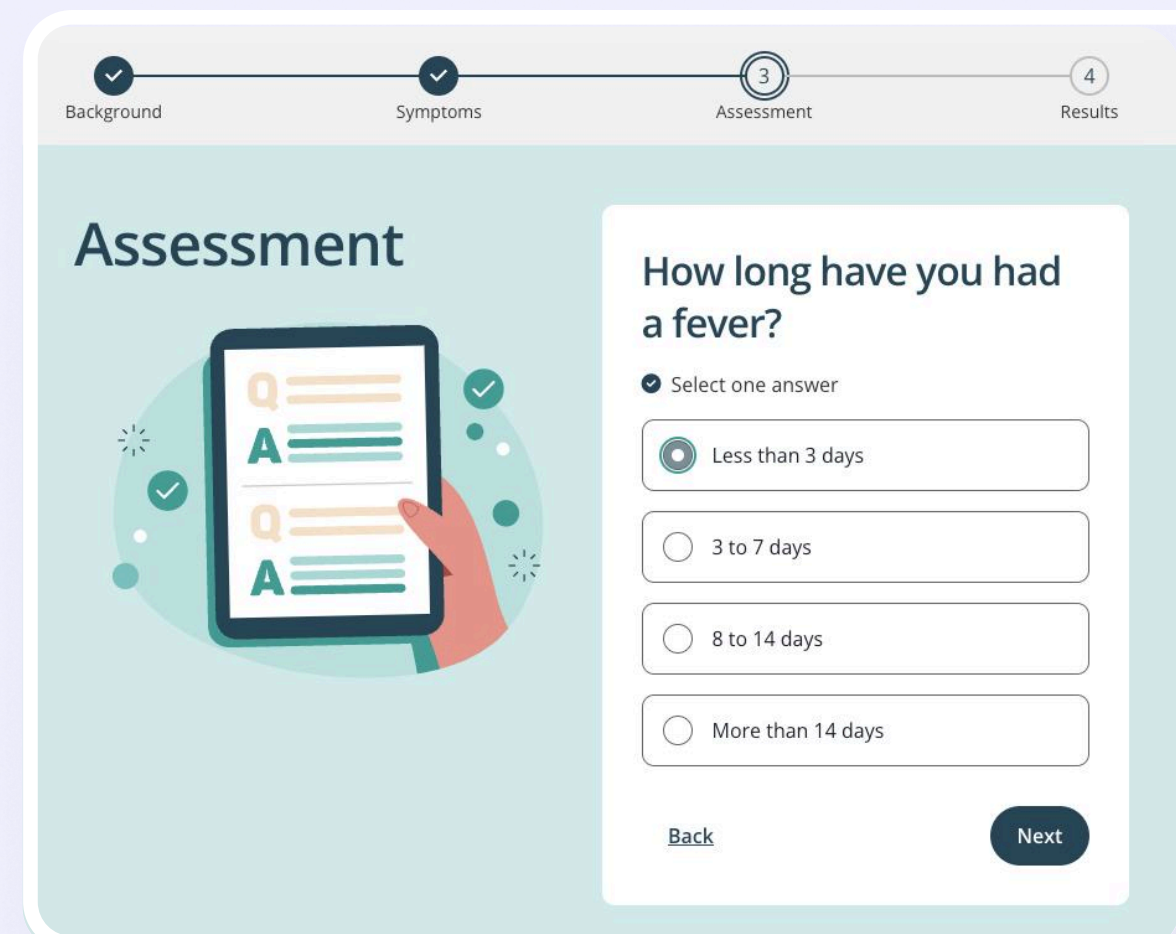
2. Nurse triage integration

- Streamlines Healthdirect's nurse advice line by combining AI-powered triage with human expertise
- Allows nurses to focus on urgent cases, improving efficiency and ensuring timely patient care

Outcomes achieved

- ✓ **Volume of assistance:** Supporting 26 million Australians
- ✓ **Cost savings:** Diverted 55% of ER calls to less acute settings
- ✓ **User satisfaction:** Achieved a 71% increase in completion rates, from 49% to 84%
- ✓ **Usage increase:** Total users have jumped by more than 30% over the past 12+ months

The impact of implementing Infermedica solutions was validated by a [NEJM AI peer-reviewed study](#) as part of Healthdirect Australia's national AI triage initiative



Background Symptoms Assessment Results

Assessment

How long have you had a fever?

Select one answer

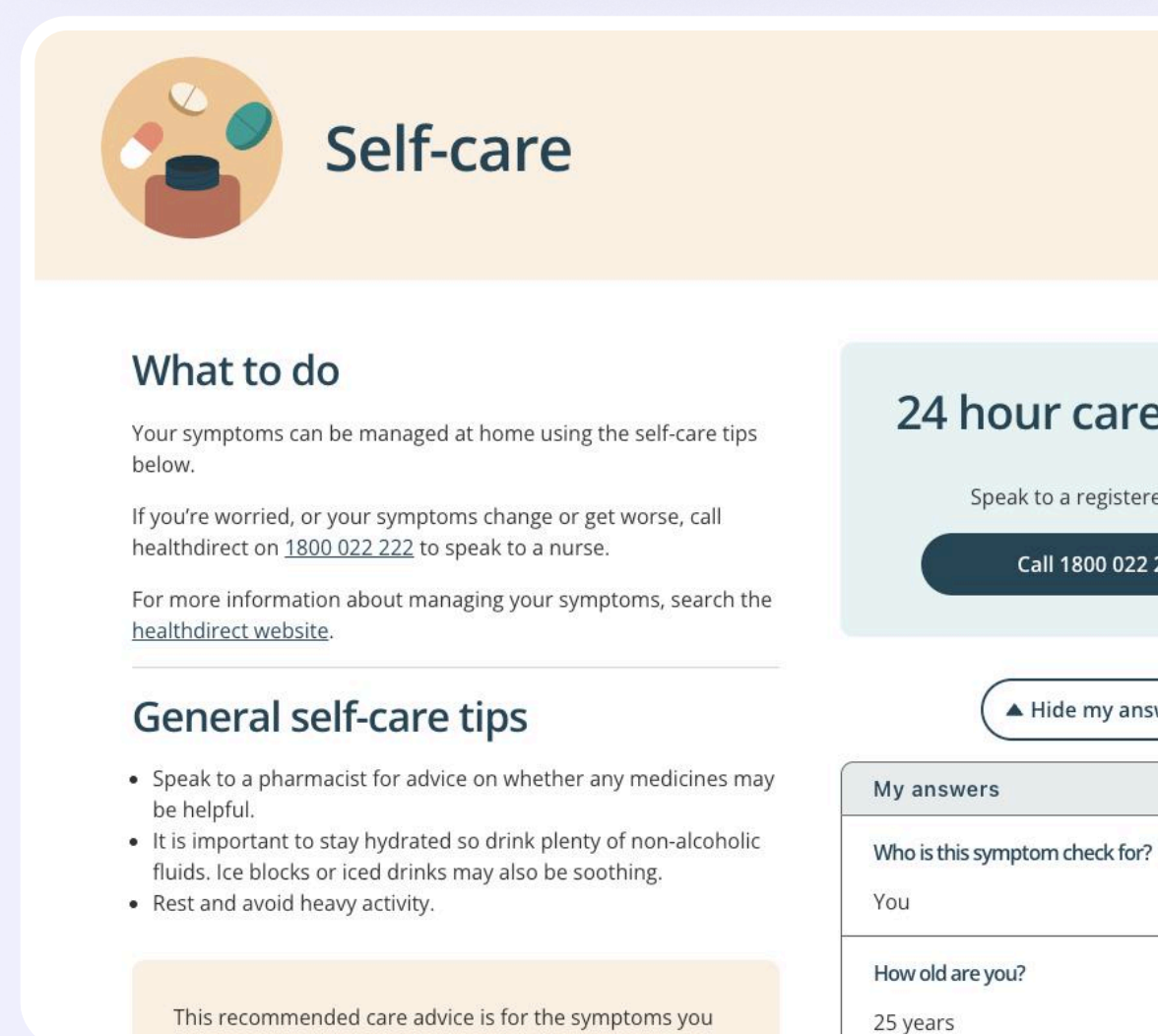
☒ Less than 3 days

☐ 3 to 7 days

☐ 8 to 14 days

☐ More than 14 days

Back Next



Self-care

What to do

Your symptoms can be managed at home using the self-care tips below.

If you're worried, or your symptoms change or get worse, call healthdirect on 1800 022 222 to speak to a nurse.

For more information about managing your symptoms, search the [healthdirect website](#).

General self-care tips

- Speak to a pharmacist for advice on whether any medicines may be helpful.
- It is important to stay hydrated so drink plenty of non-alcoholic fluids. Ice blocks or iced drinks may also be soothing.
- Rest and avoid heavy activity.

This recommended care advice is for the symptoms you

24 hour care

Speak to a registered nurse

Call 1800 022 222

Hide my answers

My answers

Who is this symptom check for?

You

How old are you?

25 years

“

Infermedica ticked all the boxes... they had a proven symptom checker product with proven clinical accuracy, their knowledge base was based on evidence-based medical information, they had a strong clinical team, they already had publications to demonstrate the efficacy of their work and were willing to localise their product for Australians from a medical point of view.



Nirvana Luckraj

Chief Medical Officer,
Healthdirect Australia