

Media Backgrounder

- HealthLine provides health information and support 24 hours per day, free of charge.
- HealthLine is staffed by Registered Nurses and specially trained Social Workers.
- HealthLine has been available to residents of Saskatchewan since 2003.
- Stats for **all calls to HealthLine**:
 - HealthLine answers an average of 5,800 calls per month.
 - Calls are received from all health regions in the province, with the largest percentage of calls coming from the Regina Qu'Appelle and Saskatoon Health Regions.
 - The average length of a call when speaking with a Registered Nurse is 10.5 minutes. Mental Health related calls take a little longer, at an average of 12.5 minutes.

Top 10 reasons for **calls to Registered Nurses**:

Health concerns/symptoms

- Abdominal pain/discomfort
- Fever – 3 months or older
- Chest pain/discomfort
- Cough (pediatric)
- Vomiting
- Nausea/vomiting
- Trauma – head (pediatric)
- Rash
- Abrasions/lacerations/puncture wounds
- Diarrhea/change in bowel habit

Health information

- ☒ Shingles
- ☒ Hand-foot-and-mouth disease
- ☒ Flu shots
- ☒ Chicken pox
- ☒ Lice
- ☒ Fever in children
- ☒ Insect bites and stings
- ☒ Tetanus shots
- ☒ Adult immunization schedule
- ☒ Colonoscopy

Top 10 Reasons for **mental health calls**:

- Anxiety
 - Depression
 - Alcohol abuse
 - Drug abuse
 - Other mental health disorder
 - Suicide Ideation/suicide
 - Relationship problems
 - Stress
 - Bipolar
 - Schizophrenia
- HealthLine services are offered in English, with translation available in over 100 languages.
 - Deaf and Hard of Hearing clients can call the TTY line at 1-888-425-4444.