

# WWW.QDHP.ORG.AU

A confidential, free, independent,  
colleague-to-colleague advisory  
service for Queensland based  
doctors, medical students and  
their families.



# QDHP

Queensland Doctors' Health Programme

**24/7 Confidential Helpline:**  
**(07) 3833 4352**



***HELP IS  
ONLY  
A CALL  
AWAY***

# HELPLINE FAQs

## TELL ME ABOUT THE HELPLINE:

The QDHP helpline is free, confidential and available 24/7 to all QLD-based doctors and medical students.

## FREE? WHAT'S THE CATCH?

There is no catch. QDHP's helpline service is provided at no cost thanks to our team of volunteer on call GPs.

## DO I NEED TO SIGN UP OR BECOME A MEMBER?

No. The helpline is available to all QLD-based doctors and medical students.

## WHO WILL I SPEAK TO?

The confidential helpline is staffed by trained senior General Practitioners and Counsellors trained and experienced in supporting medical colleagues suffering from a wide range of health and stress-related problems. We can also help you to access appropriate additional services, when required. Please note, whilst we aim to return your call straight away, our on call GPs may be seeing patients, which may in some cases result in a delay of a couple of hours before your call is returned.

## WHAT DO PEOPLE CALL ABOUT?

A whole range of issues and circumstances. These can include, but are not limited to:

- ▶ Workplace and study stress
- ▶ Personal difficulties and mental health matters
- ▶ Bullying and harassment
- ▶ Help finding an appropriate GP, specialist or psychologist
- ▶ Debriefing following clinical incidents, medical errors and complaints
- ▶ Support when facing medico-legal or Mandatory Reporting concerns (alongside support from an MDO)

## WHAT ABOUT EMERGENCIES?

This is not an emergency service. Urgent crisis support is available at:

- ▶ Lifeline: 13 11 14
- ▶ Beyondblue: 1300 22 4636

## IS IT CONFIDENTIAL?

Yes, all information is managed as strictly confidential. For more information go to: <https://dhasq.org.au/about/confidentiality/>

## WHAT ABOUT MANDATORY REPORTING?

Many people ring us when they are concerned about mandatory reporting and their access to health care. Seeking support needs to be your priority and we can assist you.

## I'M CONCERNED ABOUT A COLLEAGUE/FAMILY MEMBER WHO IS A DOCTOR/MEDICAL STUDENT. CAN I CALL THE HELPLINE?

Yes. We welcome calls from concerned colleagues and family members of doctors and medical students.

## I'M NOT BASED IN QLD. WHO CAN I SPEAK TO?

For doctors' health advisory services in other Australian States and Territories go to: <http://www.adhn.org.au/>

## WHAT WE DON'T DO:

- ▶ Offer legal advice. We recognise that experiencing medico-legal matters can be highly stressful and are very happy to provide you with support but for legal advice we recommend you call your MDO.
- ▶ Provide clinical treatment. We are unable to prescribe or offer long term interventions, however we can help you to get engaged with an appropriate provider and can follow up to ensure you have the support you need.
- ▶ Offer medical advice for the general public. We recommend you see your own GP, call Health Direct on 1800 022 222, or in an emergency dial 000 or attend your local emergency department.

## NEED CONFIDENTIAL SUPPORT FROM SOMEONE WHO UNDERSTANDS DOCTORS' HEALTH?

Call the Queensland Doctors' Health Programme Helpline on **(07) 3833 4352**

