

“I’ve told everyone to get tested for hep C” and “FULLY SICK!”:

People in prisons feedback on the Hepatitis NSW Infoline CADL Service

Introduction

Hepatitis NSW’s Infoline – #3 on the free call common auto dial list (CADL) – serves as a gateway to free viral hepatitis and liver health related information, advocacy support and resources for people in custodial settings.

Background

Highly trained Infoline staff provide answers and solutions to navigate self-advocacy to testing, treatment, and cure. In the last three years, over 3,848 calls were

responded to via the CADL system, with requests for Hepatitis Info Packs (HIPs) containing easy-read resources on hep C and hep B, the Tx! MAG comic magazine, the very popular playing cards, patient self-referral forms, current CADL list, a feedback form, and more – over 3,090 HIPs were sent in the last three years, with 240 feedback forms returned.

Description

The feedback forms build a picture of who is responding, the effectiveness of the Infoline for people in custodial settings, and ask questions related to their accessibility to transmission

risk reduction measures in their correctional centre. As well as Aboriginal identity, gender, and CALD status, those responding told us, variously, about what health related actions they took after calling us, how their knowledge and feelings about viral hepatitis changed, and if they found the information we posted to them in the HIPs useful.

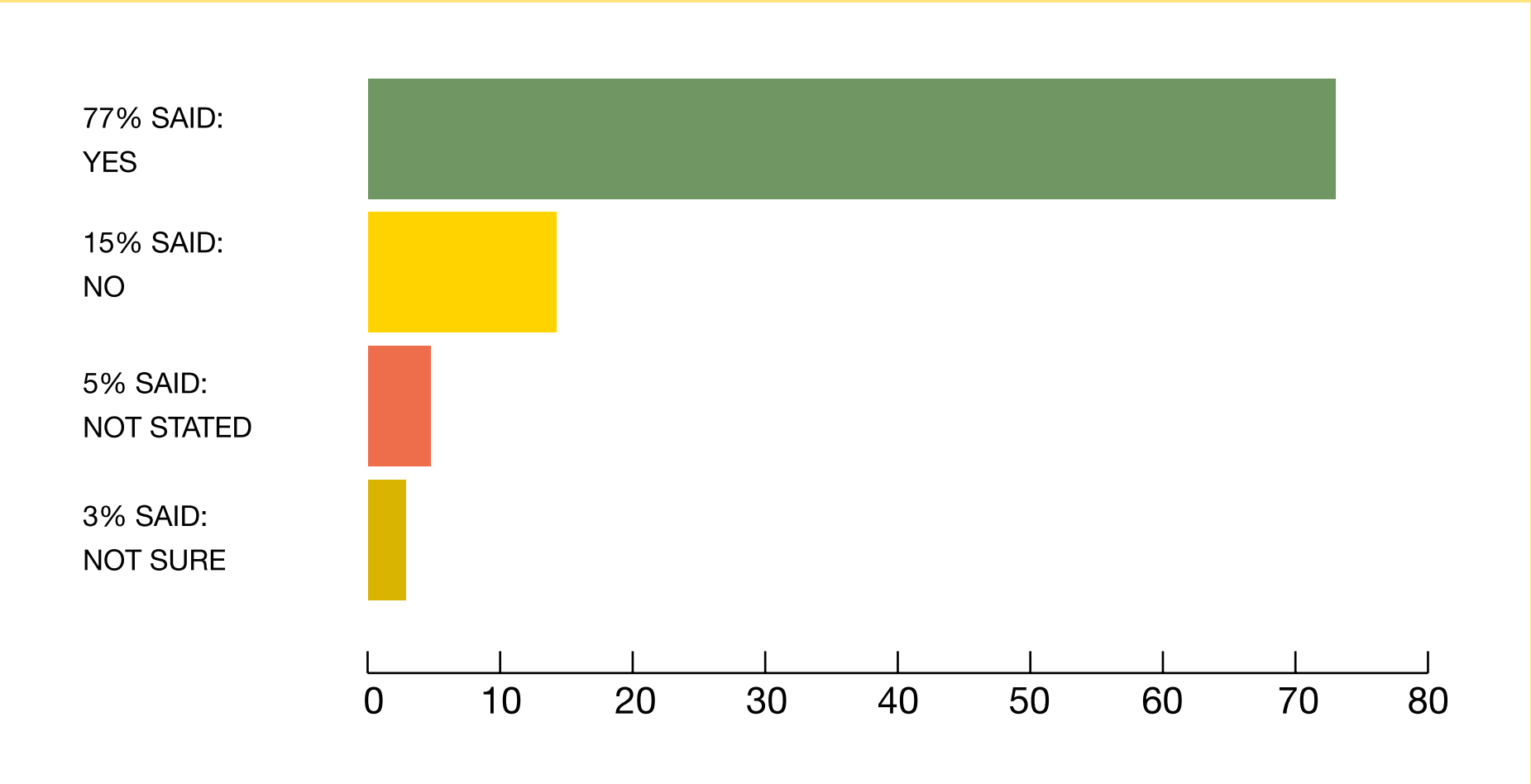
Furthermore, they told us what correctional centre they were in, whether CADL numbers were located near the prison’s phones and if FINCOL information was available in their pod. Finally, they let us know if they would recommend the Hepatitis Infoline to friends and fellow prisoners, and what improvements they felt would benefit the service.

Outcomes, impacts, and implications

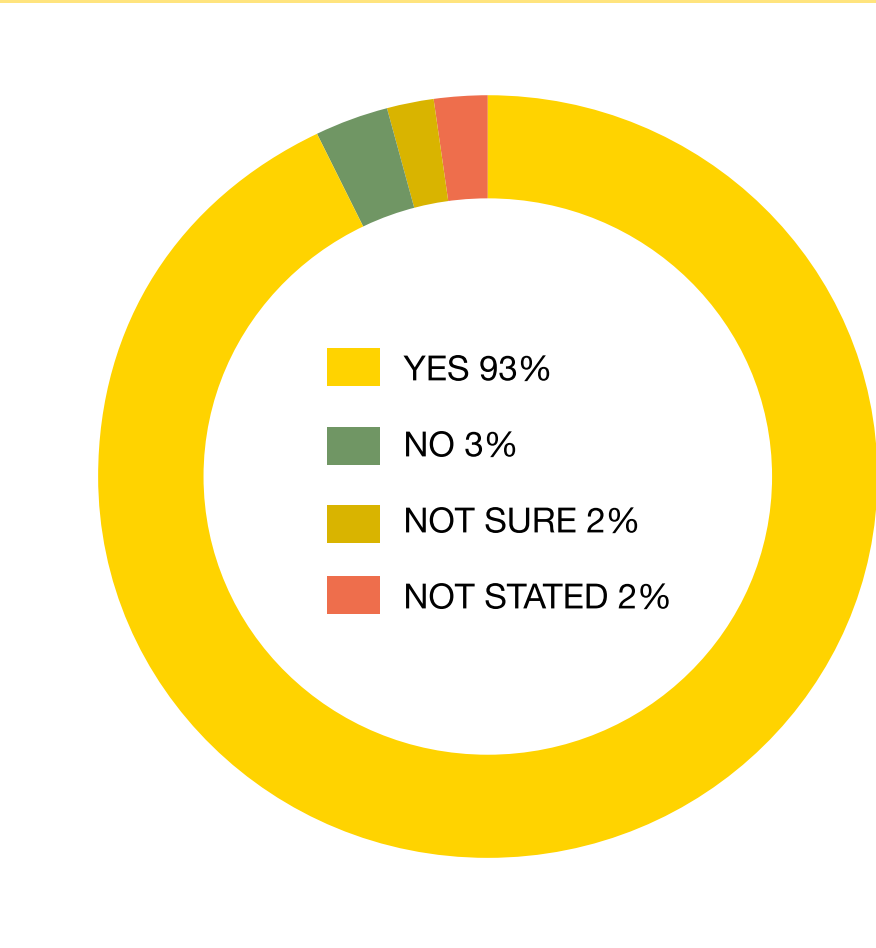
Feedback from callers in prison demonstrated overwhelming appreciation for the service and the benefits gained. In the words of one respondent, the Infoline was “FULLY SICK” – high praise indeed. Three in four respondents knew there was a cure for hep C, and two thirds had put in a form to see the nurse following their call to the Infoline/receipt of their HIP. The likelihood of recommending the

service to others was over 99%; and many said that they passed on the need to be aware of hep C – “I’ve told everyone to get tested for hep C”. When asked if they felt less alone about their viral hepatitis concerns after contacting us, over 80% said that they did. An overwhelming number of respondents told us they found the service effective, professional and easy to access.

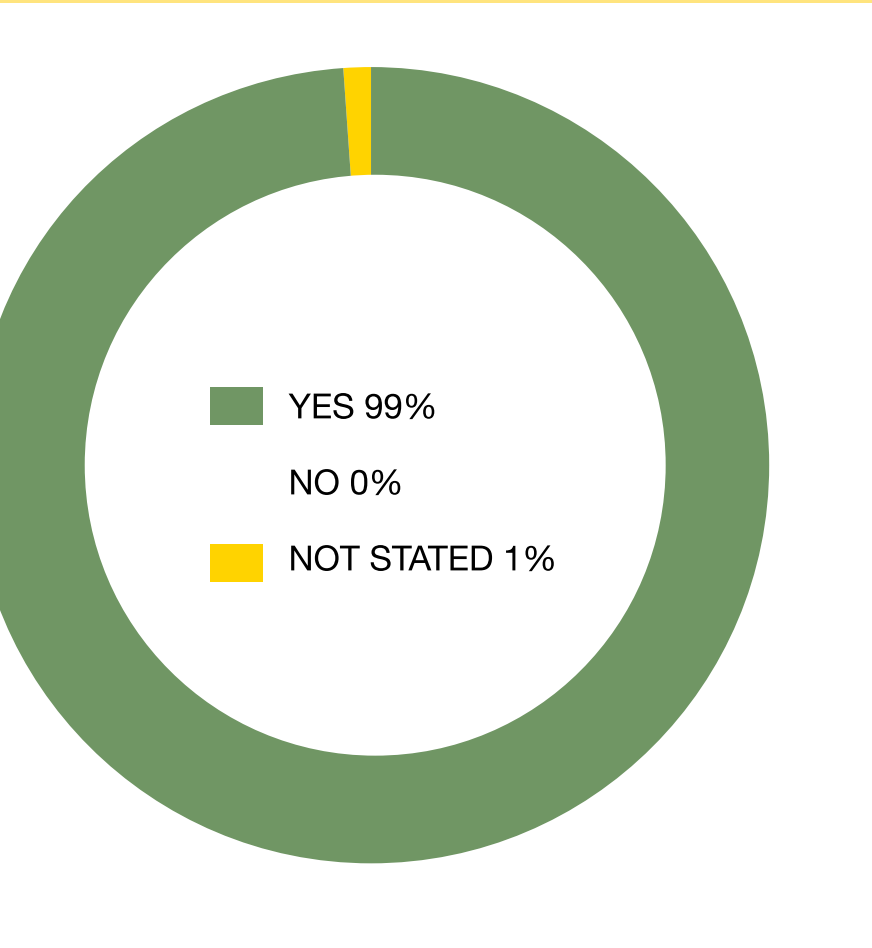
GRAPH #1 : CALLERS FEEL LESS ALONE WITH THEIR HEPATITIS RELATED ISSUES AFTER CALLING THE HEPATITIS INFOLINE



GRAPH #2 CALLERS REPORTED KNOWING MORE ABOUT HEPATITIS AFTER CALLING



GRAPH #3 THE LIKELIHOOD OF RECOMMENDING THE INFOLINE SERVICE



PRISONERS’ FEEDBACK ON THE HEPATITIS INFOLINE SERVICE

“Thank you for your info on this and I will be telling others to call you for help!”

“Before calling [the Infoline] I felt it was hard to talk to someone as they may freak out and overreact; since calling I have learnt I am not alone”.

“Let’s get rid of this virus”.

Conclusions

The Hepatitis Infoline is a confidential, non-judgmental, viral hepatitis – primarily hep C and hep B – and liver health information provider. A trained team leads the service beyond information to support callers from prison in their self-determination, and autonomy, to navigate hepatitis-related health needs within secure settings.

Key takeaway

Accessible and easily understood health information matters; in the words of one respondent “I feel more informed, and knowledge is power”.

HEPATITIS INFOLINE PFEEDBACK FORMS