**Transcript**

***Kaye Knight – What actions do nurses take when people phone rural Victorian hospitals with unscheduled health care needs***

I’m doing a PhD study at the Bendigo campus and my question is what do nurses, what initial actions do nurses take when people telephone rural hospitals with unscheduled health care needs. So, it’s a question trying to find out what it is that actually nurses do.

What I hope to achieve from the study is for a hidden nursing practice to actually be recognised and described. So, nurses fielding telephone calls for unscheduled health care needs is something that’s been going on for years but it’s actually a denied practice in nursing, and particularly in rural hospitals. So the idea is to try and bring it out into the open.

The impact that the research will have is it’ll contribute to policy at a local level, a State level, hopefully at a national and also international level. The practice has not been described in rural health internationally or in Australia. To date the focus has been looking at what nurses do in health call centres but not in rural hospitals. So it will contribute to understanding the role of the rural nurse and by describing the practice and recognising the practice we’ll look at ways to improve the practice and contribute to the health needs of rural communities.