



Australian Health Contact Centres



AS 5205:2019

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- Australasian College For Emergency Medicine
- Australian Council on Healthcare Standards
- Australian Healthcare and Hospitals Association
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Preface

This Standard was prepared by the Standards Australia Committee HE-034, Health Contact Centres.

The objective of this Standard is to provide health contact centres with requirements that ensure the quality of health and health-related services provided through any communications medium.

The term “informative” is used in Standards to define the application of the appendices to which it applies. An “informative” appendix is only for information and guidance.

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