



North Coast Telehealth Project

Supporting improved primary care access for residents in aged care homes

Factsheet for general practice and general practitioners

North Coast GPs are encouraged to take advantage of new telehealth equipment available in participating residential aged care homes (RACHs) as part of the North Coast Telehealth Project.

What is the Telehealth Project?

The Commonwealth Department of Health and Ageing has funded this initiative, which includes the provision of telehealth equipment and training for staff, as part of their response to the Royal Commission into Aged Care Quality and Safety.

What are the goals of the Project?

This Project aims to support timely access to general practitioners, allied health and other specialist services. The focus is on keeping residents comfortable at home, reducing the need for hospital transfers. The provision of equipment for video-telehealth consultations will also enable GPs to utilise the relevant telehealth MBS codes for billing when attending to residents remotely.

What equipment has been received?

Participating RACHs in the Healthy North Coast footprint were offered iPads or a remote-diagnostic telehealth cart called Visionflex. Staff training and education are included.

How is the Project being delivered?

The Project is facilitated through Healthy North Coast, working with participating RACH managers throughout the region. RACHs have received their selected equipment and are connecting with their general practices to promote their increased telehealth capability. Speak to the clinical staff at the RACHs you service to see how you can utilise the improved telehealth infrastructure to provide in-reach care for your residential patients.

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How long is the Project running for?

A 12-month pilot program will evaluate the effectiveness of video-telehealth services in providing timely access to primary health care and reducing avoidable hospital presentations.

Every 3 months, RACH managers will complete a survey to gauge the utilisation of the equipment. Healthy North Coast will be conducting interviews with GPs over the pilot period.

Resources

RACGP – Principles for conducting telehealth consultations



Journal article – Does telehealth influence the decision to transfer residents of RACHs to Emergency Departments?



Healthy North Coast – Increasing availability and use of telehealth for aged care residents



If you need more information, or have feedback contact:

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