

North Coast Telehealth Project

Supporting improved primary care access for residents in aged care homes

Factsheet for residents

What is telehealth?

Your aged care home has received equipment to help you to see your GP, specialists and other health professionals via video link. You and your doctor can see and speak with each other using a video link, ensuring a comprehensive consultation.

Why is telehealth being set up?

Sometimes, GPs and specialists can see residents via telehealth instead of face-to-face. A telehealth consult will only happen if your GP or specialist says this is ok for you. Telehealth will not replace face-to-face appointments when these are needed.

Telehealth can be a good option that allows you to see your doctor without having to travel.

If you become unwell outside of business hours, you may be able to have a video telehealth consultation instead of having to be transferred to a hospital. Some appointments that are suitable for telehealth might be:

- diagnosis and planning treatment
- managing symptoms and side effects
- referring for scans, tests and other treatments
- discussing scans and test results
- repeat prescriptions
- mental wellbeing or counselling

North Coast Telehealth Project

Who is providing the equipment?

The Project is being run by your local Primary Health Network, Healthy North Coast, working with the manager of your aged care home.

Healthy North Coast will be supporting the staff of your aged care home to learn about telehealth and when and how to use the equipment.

What to expect from a video telehealth consultation?

If you have a telehealth consultation booked, the staff will bring equipment to your room to allow you and the medical professional to see and hear each other. This equipment might be a laptop or iPad with a built-in camera and speakers.

You can choose to have a staff member, family member or friend with you for the consultation. If you prefer, you can have the consultation in private in your room.

Where can I get more information?

You can talk to the manager at your aged care home, GP or specialist for more information on telehealth.