

North Coast Telehealth Project

Supporting improved primary care access for residents in aged care homes

Factsheet for Staff

What is the Telehealth Project?

The Project aims to increase the use of telehealth 'care' for residents in Residential Aged Care Homes (RACHs). The equipment your RACH has received - either iPads, a computer, or a technology system called Visionflex - forms the basis of this initiative.

Why is telehealth being set up?

To support resident access to their general practitioners (GPs), allied health staff and other specialist services.

The focus is on keeping the residents comfortable at home and not needing transfer to hospital.

It will ensure that GPs are reimbursed for their work with residents. *Did you know that if the GP can see or talk with the resident, they can claim through MBS? If the consult is with the RN only, they cannot claim for payment.*

Who is leading this?

The Project is being facilitated through your local Primary Health Network, Healthy North Coast, working

with your RACH manager and care manager. The initiative is funded through the Commonwealth Department of Health and Ageing.

When will the Project start?

By now, many RACHs have either received iPads or the Visionflex system. If they have not arrived yet, they will shortly. Healthy North Coast's contact details are on page 2 if you are having issues with your deliveries.

What does the Project involve?

The Project will consist of two pilots – one for RACHs with the Visionflex system and a separate pilot for the iPads. Sites with Visionflex will be involved in a Community of Practice, and those with iPads will have regular updates through existing meetings that your RACH managers attend. Each quarter, regardless of the equipment type, your home will need to complete an electronic survey to feedback on your use of telehealth and the new equipment.

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Example questions:

How often is the device used for telehealth consults with external health professionals?

Have there been any issues with the equipment or incidents related to the equipment?

How easy is the equipment to use? What are the good news stories? For example, were you able to keep a resident in the home because a GP could 'see' the resident and provide telecare.

Any suggestions to improve the use of the equipment?

Who can your manager or care manager talk to?

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