

Specialist Telehealth

Connecting patients in remote, rural and regional areas with the specialist care they need.



How can you reach patients who can't reach you?

Specialist healthcare shouldn't be inaccessible to patients who live in rural and regional areas.

Now, patients can be easily connected with clinical specialists via Telstra Health's technology, resource management, workflows and comprehensive coordination.

Connecting patients to specialist care

For patients who live remotely, travelling to specialist appointments can be prohibitively expensive. Or, they may be unable to travel if they're in poor health.

Specialist Telehealth is a new virtual clinic healthcare model developed by Telstra Health for the hospital and health service. Using state-of-the-art video conferencing technology, the innovative solution connects patients in rural and regional areas to regular specialist clinicians.

The specialist solution allows patients to access the care they need without the expense and inconvenience of travel. It can help reduce long wait times to see specialists, and increase appointment attendance rates ensuring patients receive high quality care in a timely manner.

This unique virtual clinic and clinical resourcing management model can help hospitals, clinics and communities achieve a more efficient way of delivering healthcare where appropriate, through innovation and patient-centred care - facilitated by technology.

State-of-the-art technology

Specialist Telehealth is more than just video conferencing. It is a managed service solution, which means the hospital dials-in to a telehealth coordinator who connects them with a specialist, who may be anywhere in Australia.

Consultations are conducted via video link. The specialist doctor dials in from a consulting room that has been equipped with a telehealth TV screen and software, talks to the patient and makes an assessment. On the other end, the patient can be accompanied in-room by a junior doctor who follows through on the specialist's advice or they can attend the appointment from their home. All bookings, administration and client communication are handled by telehealth coordinators.

Faster appointments

Telstra Health's outpatient solution addresses accessibility for rural and remote patients and hospitals.

Reduce 'did not attend' rates

Clinical coordination can assist with management of DNA rates, with reminders sent up to 24hrs prior to the patient's appointment.

Better access to care

Virtual clinician capacity management and credentialing can assist with resourcing issues.

Modular technology solutions

Telstra Health provides a virtual outpatient solution, via a secure platform that accommodates tailored module workflows.

Looking for a customised solution?

Our comprehensive managed service solution is fully modular, meaning hospitals can choose the exact components that meet their needs. The key modules of the Telehealth Specialist solution include:

Access to a qualified national workforce of specialists of varying disciplines who are sourced, credentialed by us and trained in Telehealth



Telehealth coordination services



Secure and reliable video conferencing technology, accessed via your own, separate network connection



Appointment scheduling, file preparation



Real-time monitoring of consultation status and network connectivity



MBS processing



Advice on designing & planning new clinical workflows



Change management & ongoing support services



Reporting

Telstra Health is the largest Australian-based provider of software products, solutions and platforms for healthcare providers and funders.



Pharmacy

More than **2,700 pharmacies** use our software, and more than **200 million** electronic prescriptions a year are exchanged on our platform.



Aged & Disability Care

More than **350 care providers** depend on our software solutions.



Hospitals & Health Services

We provide clinical and administrative information systems to more than **100 hospitals** and over **200 Indigenous health** service sites.



Population Health Solutions

We are delivering screening registers to improve care across whole populations.



Data & Analytics

More than **150 organisations** use our healthcare analytics solutions.



Emerging Markets

We are enabling clinicians to deliver care in new ways through our telehealth and consumer solutions.

To find out more

-  1800 HEALTH (1800 432 584)
-  enquiries@health.telstra.com
-  telstrahealth.com/virtualclinicalservices

