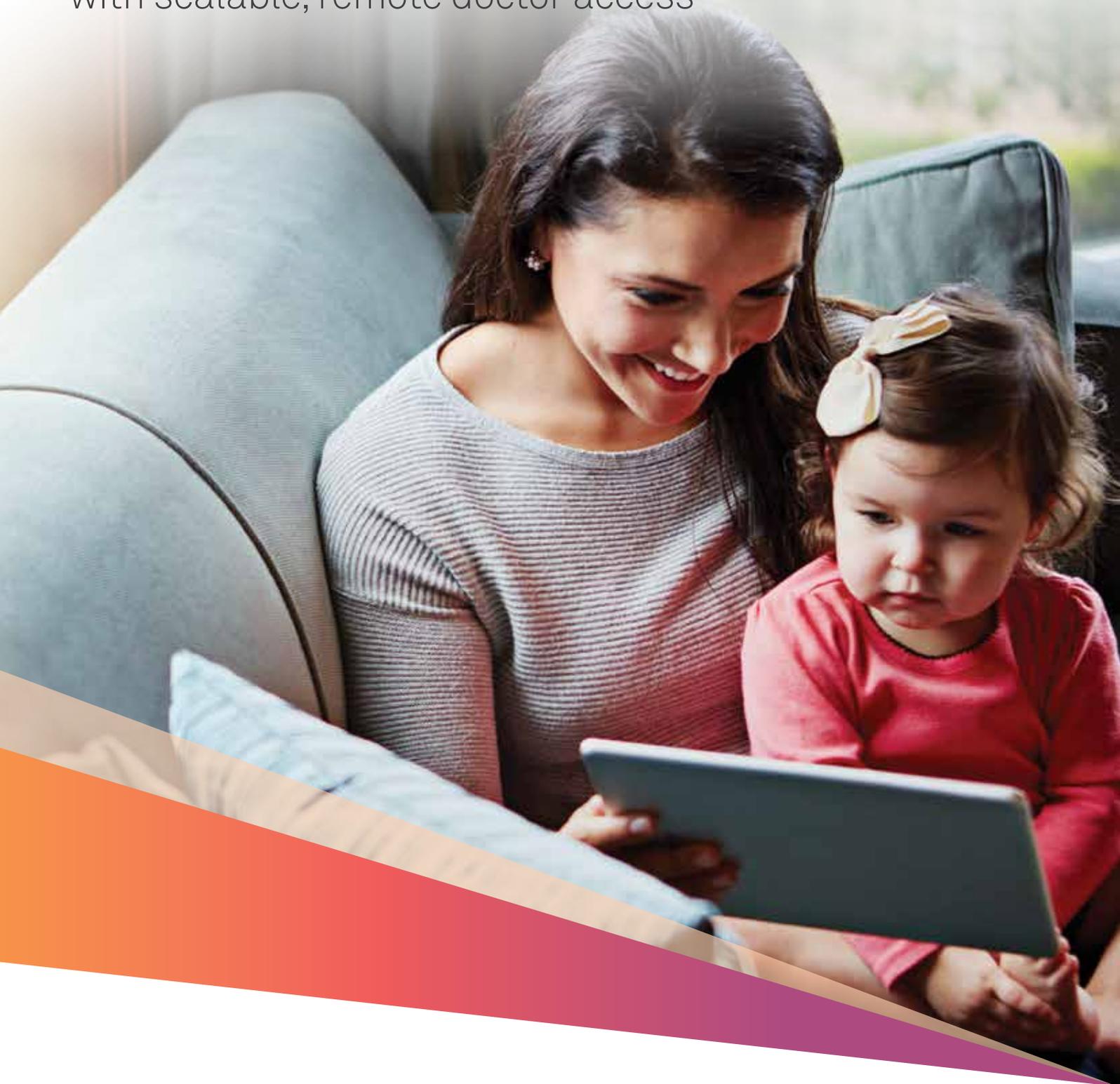


Virtual Doctor Service

Help strengthen your healthcare service with scalable, remote doctor access



A tried and tested solution for medical advice for people in remote areas

Telstra Health's Virtual Doctor service utilises state-of-the-art technology to help provide a comprehensive and tailored doctor service.

Access to care

Living in remote and isolated regions of Australia used to mean going without the essential health services that the rest of the country can take for granted. The most basic of these is having available access to a doctor, the first port of call for any medical enquiry.

Telstra Health is breaking down traditional barriers to rural and regional healthcare access with its Virtual Doctor service, a telehealth service that connects patients with doctors over phone or video, in remote locations. The service is conveniently scalable so providers can deploy it according to their fluctuating level of need – from an after-hours service up to 24/7 availability.

Patients no longer have to suffer through long waitlists for appointment times and struggle with the limited availability of GPs in their area.

Empowering remote healthcare providers

The Virtual Doctor service has been successfully implemented in rural Western Australia, and the Katherine region in the Northern Territory giving residents and carers the ability to contact doctors when their regular GP is not available. This has proven to be particularly useful during peak holiday times when these communities have even less access to regular GP services.

Since its inception, the helpline has reduced the number of emergency department visits for non-acute treatment and increased patient medication compliance levels, thus creating flow-on benefits for the health system and providing a win-win situation for providers and patients alike.



Accessibility

The Virtual Doctor service makes doctors available in remote communities that may, at times, be undermanned.



Scalability

The Virtual Doctor service can be deployed based on level of requirement – from gap service to 24/7.



Convenience

Doctors can provide advice, treatment, prescriptions and/or medical certificates, where appropriate – all over the phone or video.



Simplicity

Patients seeking a Doctor consultation can simply call a 1800 number provided to each region from wherever they are.

To learn more

 1800 HEALTH (1800 432 584)
 [telstrahealth.com](https://www.telstrahealth.com)

