Access to Specialist Care for Regional Patients

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Challenges for regional patients

Compared to Australians in urban areas, residents in rural and remote areas have:

• Lower life expectancies
• Higher mortality rates
• Higher rate of chronic disease
• Fewer specialists per 100K population

Source: AIHW
The Royal Flying Doctor Service (RFDS) in Victoria has been delivering telehealth consultations to rural communities in Victoria since 2013.

Telstra Health partnered with RDFS Victoria to provide a telehealth platform and ecosystem to facilitate telehealth services to residents of Kerang, providing them with easier and more regular access to specialists.

Partnership sees local patients of Kerang and surrounding areas connect with Endocrinologists in Melbourne from their local health centre.
RFDS Telehealth Platform Capabilities

- Video Conferencing
- Secure Document Management
- Advanced Clinical Scheduling
- Online Booking System
- Platform Integration
- Customisable Solution
Outcomes

The service has been well received and initial outcomes include:

- 320+ consultations delivered via telehealth
- Patients saved 3000+ hours of travel
- Consultation numbers expected to double over next 12 months

Plans to expand the program to other specialities including: Cardiology, Respiratory medicine, Psychiatry, Rheumatology, Gerontology
Patient Impact

“The greatest impact for me has been the fact that instead of having to travel four hours each way to see my specialist, I now travel four minutes. I have great respect and admiration for the service.”

Ron Hick - Kerang resident and diabetes patient
Thank you