



The Royal Children's Hospital Telehealth Program

2017 Victoria Community of Practice Work Shop

17 November 2017

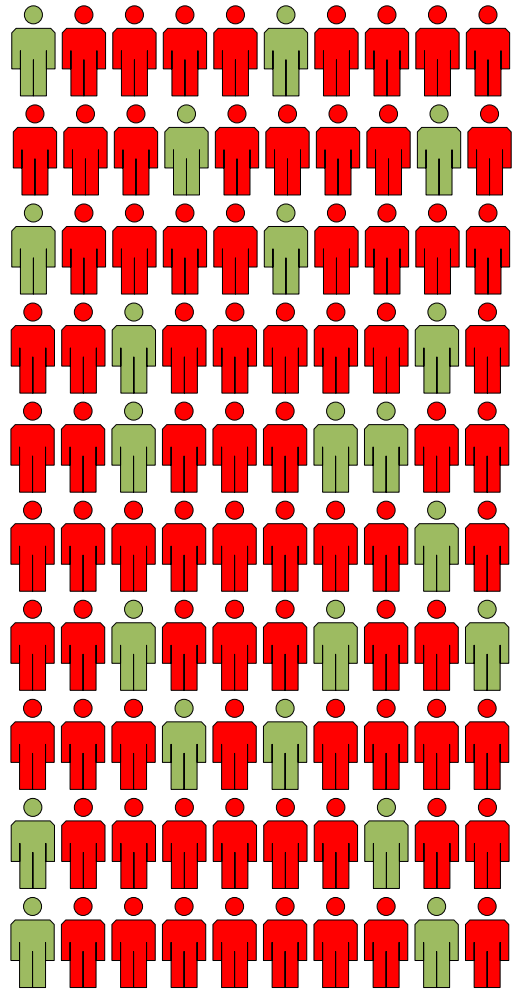


What happens when you suffer a chronic illness



RCH Telehealth from Good Friday Appeal: <https://vimeo.com/211617665>

Rural and regional families



Data sources: GISCA, The University of Adelaide, Australian Government Geoscience Australia & Australian Bureau of Statistics
Source: Australian Institute of Family Studies. (2011). Families in regional, rural and remote Australia - Factsheet, March, Commonwealth of Australia.

Telehealth use in 2017 (so far)



1,306
completed
telehealth calls



725
patients and
families

Travel saved in 2017 (so far)



813,069



kilometres

9,909

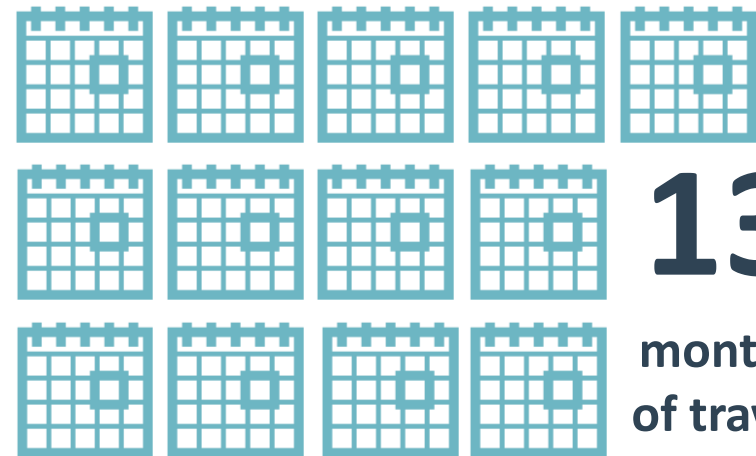


hours driving

+14



flights



13

months
of travel

Patient and clinician feedback



How likely are you to recommend telehealth video call consultations?



$$\text{NPS} = \% \text{ } - \% \text{ }$$

What did you like best about your telehealth experience?

What did you like least about your telehealth experience?

What could we do to improve your telehealth experience?



“saved 3 kids from being taken out of school and 6 hour return trip”

“it was local – right to my home and was equally as effective as a face-to-face appointment for ongoing matters like this”

“convenience because we live in Queensland”

“good to meet with local GP and have shared care”

“it felt like [a] face to face experience”

“Quick and easy, questions answered by showing what the issue was without having to drive to Melbourne”

“I didn’t have to battle the Melbourne traffic, it was clear and stress free”

“the family did not have to travel 8 hours return for an important, but very short, consultation”

“good sound and video quality”

“putting a face to a name of a local provider we have referred to in past”



“intermittently poor sound”

“occasionally hard when multiple people talking”

“long wait – 30 minutes”

“did not know where to look or when to talk”

“I got bored quickly... [needs] more excitement”

“[bad] camera angle”

“[a] little difficult to hear at times from background noise on my end”

“speed up the connection so the streaming is better”

“the set up was a bit fiddly at first”

“video on specialist end had issues... she could see us, we couldn't see her”

“I would have liked to give the doctors a big hug”

For more information



Secure | <https://www.rch.org.au/telehealth/>

The Royal Children's Hospital Melbourne

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A great children's hospital, leading the way

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Telehealth

RCH > Telehealth > About Telehealth video-call

In this section

- About us
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- For RCH staff
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About Telehealth video-call

For around 100 appointments every month

01:01 vimeo

Visit www.rch.org.au/telehealth
(Rch.telehealth@rch.org.au)

Acknowledgements



Health
and Human
Services



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Telehealth Program

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