



## Telehealth and Virtual Care in the Community

Telehealth, delivering the right care in the right place at the right time.

Telehealth Tasmania's private and secure virtual care program enables patients to receive quality care in their own home or local health centre via virtual (video) link, improving access to specialist healthcare and reducing the need to travel for specialist advice. A treating clinician will determine if telehealth is an appropriate and available option for their patient based on their individual circumstances.

Patients who have appointments scheduled with a Tasmanian Health Service clinician can opt-in for a virtual appointment from home using their own smart device (mobile phone, tablet, laptop or PC). The device must have a camera and microphone and be connected to the internet.



For many patients, travelling to a major hospital for their appointment can be time consuming, expensive, disruptive, and for some patients it can also be exhausting and heighten anxiety. Telehealth Tasmania works with patients to assist in removing the barriers that prevent access to timely health care. We are focused on delivering health care close to home wherever possible. Telehealth also provides the opportunity for family members to be included in a consultation with their loved ones no matter their location.



If patients do not have technology in their own home to join a virtual appointment, we can advise them on Tasmanian Health Service sites, GP surgeries or community facilities within their local area where they can go to be connected in for a virtual appointment.

The Tasmanian Health Service has a Telehealth Virtual Care Coordinator in each region. Telehealth Coordinators can assist patients by coordinating virtual appointments as an alternative to patients travelling to attend face-to-face appointments. Our Coordinators can act as a liaison officer and make enquiries with the specialty clinics on behalf of patients to determine if telehealth is suitable for their appointment.

Our Coordinators are:

- Sarah Davis**    **Southern Tasmania** (Royal Hobart Hospital)
- Kate Prince**    **Northern Tasmania** (Launceston General Hospital)
- Chris Holwill**    **North West Tasmania** (North West Regional Hospital / Mersey Community Hospital)



We can provide assistance to patients or members of the community to demonstrate step-by-step the process of connecting to a virtual appointment. We are able to undertake a real-time test virtual appointment putting patients at ease. Our friendly team can be contacted on the Telehealth Tasmania hotline during business hours to assist with queries and technical issues.

If you wish to test our virtual care platform you can click on the link below. An automated voice over will prompt you to count out loud from 1 to 3 with a small video being replayed.

Click **Test Virtual Link:** ([https://meet.inviewuc.cloud/dhhs/?conference=test\\_call](https://meet.inviewuc.cloud/dhhs/?conference=test_call)) (use a Google Chrome or Edge Web Browser), enter *Your Name* and click *Connect*.

Telehealth Tasmania can be contacted on 1300 027 894, or by emailing [telehealth@health.tas.gov.au](mailto:telehealth@health.tas.gov.au).

We look forward to assisting you.

**Telehealth... make the connection!**