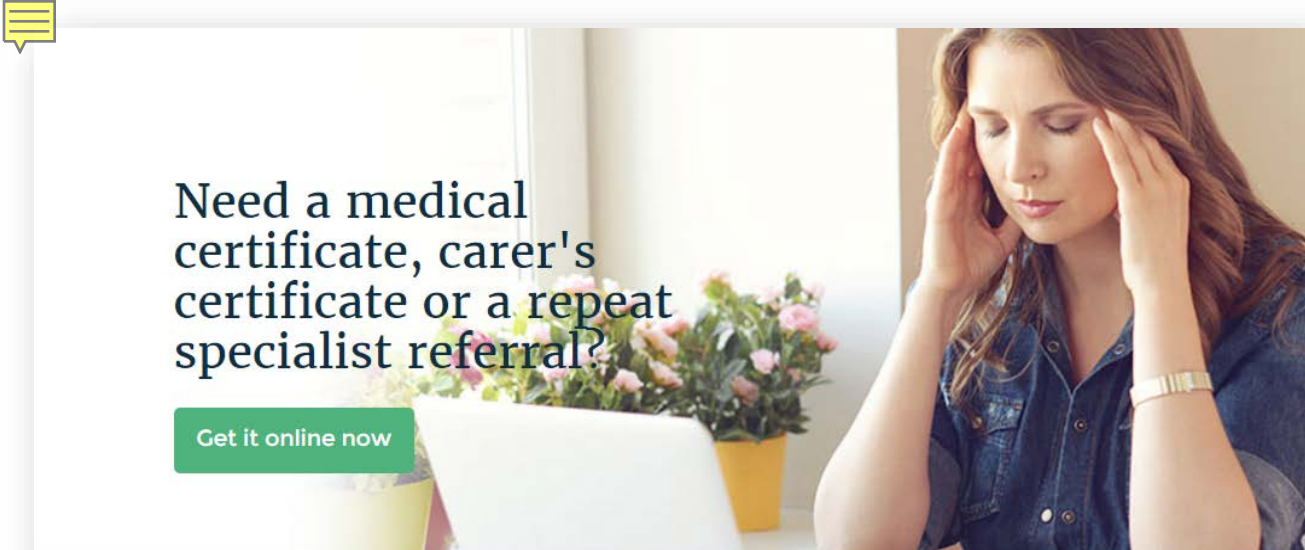


# Telehealth

Health System Sustainability PC  
Inaugural Symposium, March 2017



Need a medical certificate, carer's certificate or a repeat specialist referral?

Get it online now

For \$19.99 you can have an online consultation, and receive your medical certificate the same day- no commuting or queueing. Time off work can be spent wisely- recovering in the comfort of home.

Schedule fee: \$37  
Usual charge: \$65-85  
**Gap: \$28-58**

# What is Telehealth?

*Delivering health  
care at a distance*



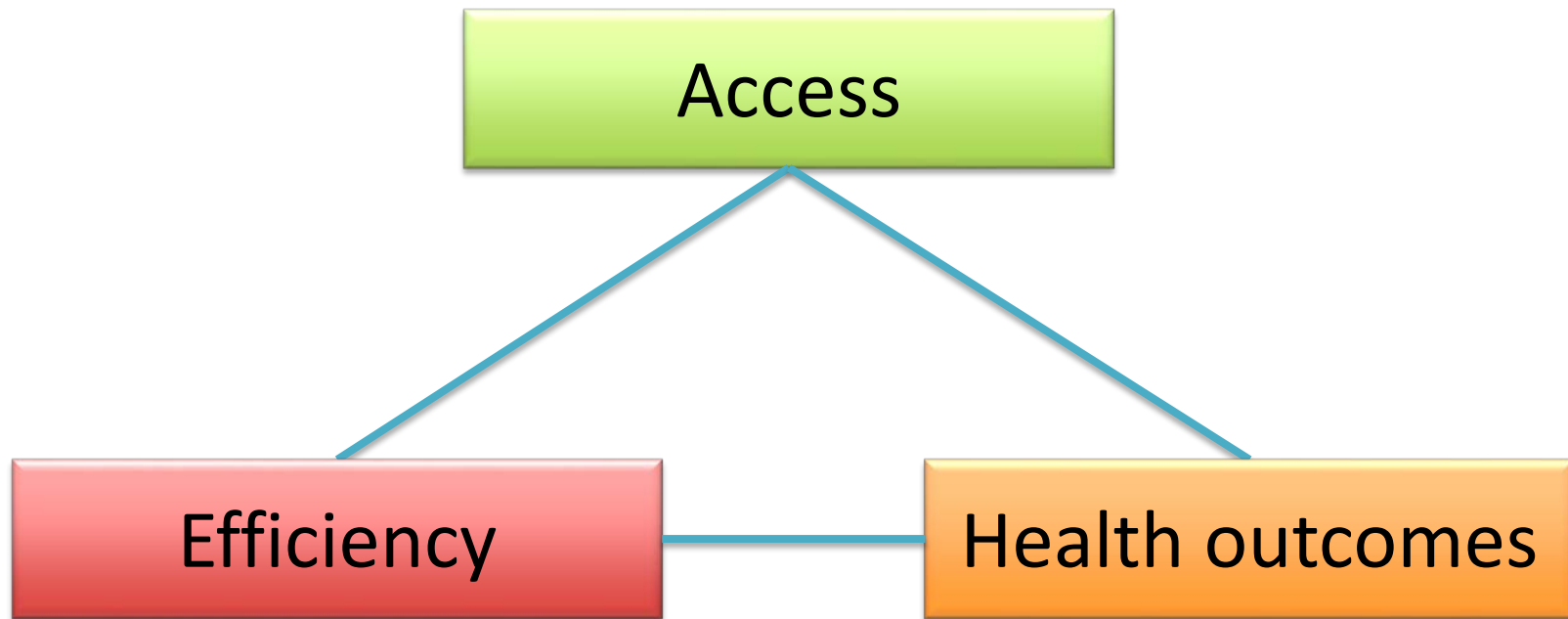
# Not just Video-Conferencing...



*Mobile dermoscopy*

*Monitoring diabetes remotely*







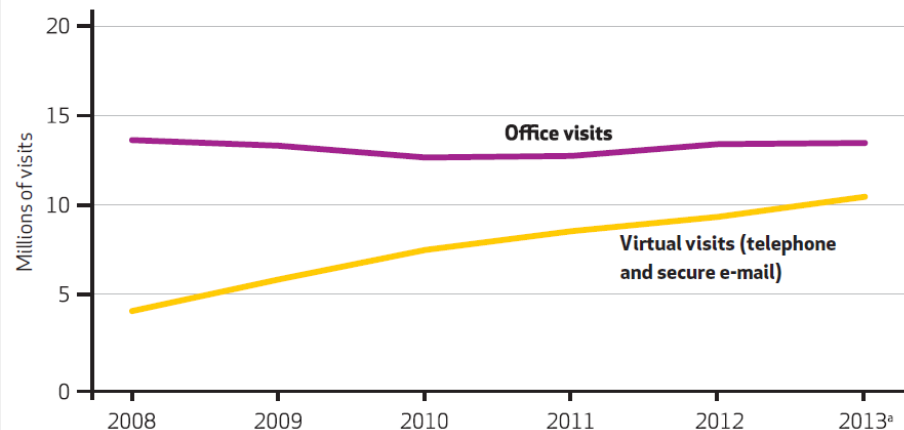
# Reliability of Online Geriatric Assessments

**Live-live** vs **live-online** inter-rater reliability

- Diagnoses: dementia, delirium, depression
  - **NO DIFFERENCE**
- Recommendation for long term care & rehabilitation
  - **NO DIFFERENCE**
- Predicted discharge disposition & location at 3 months
  - **NO DIFFERENCE**

# Kaiser Permanente Northern California

In-Person And Virtual Patient-Physician Visits, Kaiser Permanente Northern California, 2008-13



**SOURCE** Internal data from Kaiser Permanente Northern California. **NOTE** Virtual visits are encounters via telephone or secure e-mail; they do not include video visits. <sup>a</sup>Estimated values based on data for the first three quarters of the year.

Source: Pearl R. Kaiser Permanente Northern California: current experiences with internet, mobile, and video technologies. *Health Aff (Millwood)*. 2014;33(2):251-7.

# Opportunities and risks

- Improved outcomes
- Lower costs
- Re-engineered service models
- Improved access for all
- Patient convenience
- Broadened expertise
- Attenuation of physician-patient relationships
- Widening access gap
- Unsafe clinical decision-making
- Runaway costs
- Prescribing abuse



# Current telehealth incentives...

- MBS item numbers to support specialist consultation
- Public hospital activity based funding (Qld)
- Ad hoc telehealth program funding
- User-pay

# Our questions within the Partnership...

- How can telehealth improve access, reduce costs, improve outcomes...?
- What services models best exploit evolving low-cost infrastructure?
- How can primary care be re-engineered to exploit...  
...telehealth...?

# 3 exemplar projects



# Exploring the Value of Telehealth in Primary Care: A Controlled Trial within the Royal Flying Doctor Service



# Exploration of a remote management program for patients with type II diabetes

### MoTER - Insulin Stabilization

#### Weekly Insulin and Blood Glucose

Latest Prescription

Date	Time	Insulin Prescription	Glucose (mmol/L)	Notes
Thu	11:32	Novologard FlexPen	10.0	Discuss with patient
Wed	10 Apr 18, 11:32	Di Farland Patient		This is the existing prescription at time of registration with US.

Insulin and Blood Glucose

Date	Time	Insulin Prescription	Glucose (mmol/L)	Notes
Mon				
Tue				
Wed				
Thu				
Fri				
Sat				
Sun				

Management History

Date	Time	Insulin Prescription	Glucose (mmol/L)	Notes



# Melanoma diagnosis by One Click



# Participants

## Investigators

- Gray
- CRE in Telehealth: Caffrey
- Coiera
- Westbrook
- Yeend
- Wells

## System partners

- Princess Alexandra Hospital
- Telstra Health
- Bupa Health Foundation
- Royal Flying Doctor Service
- RACGP
- CSIRO e-Health Research Centre

**SFT-17**  
**AUSTRALIA**



**Successes and Failures in Telehealth**

**8<sup>th</sup> Annual Meeting of the Australasian Telehealth Society**

30-31 OCTOBER 2017 | BRISBANE, AUSTRALIA



Centre for  
Online Health