

Video Consultations for Aged Care Residents and their Families

Country SA PHN

Country SA PHN is the primary health network covering the country regions of South Australia, increasing the efficiency and effectiveness of service delivery while improving the coordination of patient care.

Established by the Australian Government, we exist to bridge the gap of health inequity and access in rural South Australia by building a collaborative and responsive health care system. Country SA PHN covers 99.8% of the state geographically, incorporating 30% of South Australia's total population.

Benefits to you of video consultations

Video conferencing's aim is to improve the healthcare for aged care facility residents by:

- Improving access to primary health care outside of normal visiting times
- Reducing waiting times
- Reducing travel time and minimising time off work for your families and carers
- Increasing access to specialists
- Increasing access to Allied Health Services
- Enabling you to have consultations in familiar surroundings
- Allowing GP and aged care staff to be involved in your specialist consultations



Video conferencing options

- Health Connections is a video conferencing program provided by CSAPHN connecting aged care residents with SA Health and General Practice.
- HealthDirect: Funded by the government and developed by the CSIRO, HealthDirect Video Call (HDV) is the most utilised telehealth platform for providing comprehensive, secure and reliable video consulting healthcare services in Australia.

A video consultation connects a Residential Aged Care Facility (RACF) resident with a GP or specialist through video conferencing software on a computer, laptop, or iPad. The consultation enables both visual and verbal communication, allowing you to see and hear your doctor - much like that of a face-to-face consultation. Appointments via a video link are particularly useful for residents with functional limitations, as consultations can occur in the comfort of your own room or in a private room in your aged care facility.

Who can you have present at a video consultation?

A registered nurse will sit in on all consultations to help and answer any additional questions. As with any consultation, you may choose to have a family member present.

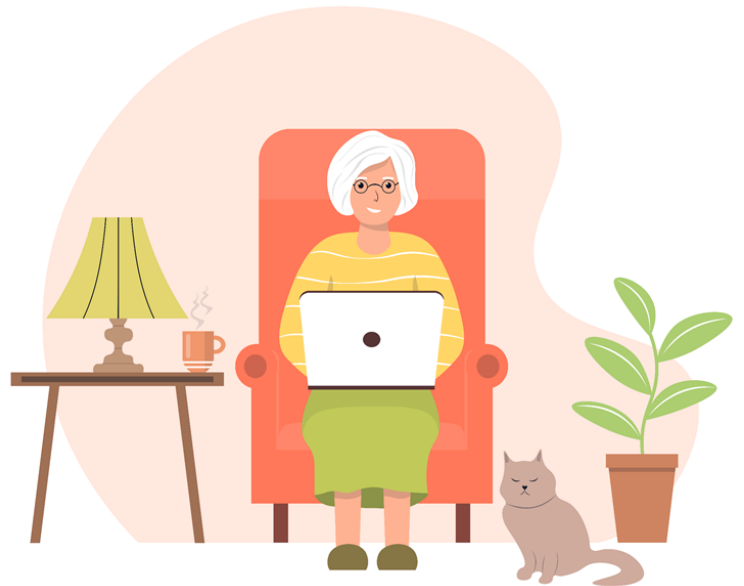
Are video consultations covered by Medicare?

Video consultations between patients and GPs are now covered by Medicare.

Recent changes by the Department of Health have made Telehealth a permanent option of healthcare access to all Australians. MBS (Medicare Benefits Schedule) items can now be accessed by GPs (general practitioners), allied health providers and specialists.

Video consultations can cover a range of specialities including: Dermatology

- Endocrinology
- Geriatric care
- Pain management
- Palliative care
- Medication reviews
- Falls management
- Wound care



Please note, video consultations do not replace face-to-face GP visits and are not suitable for all appointments. If you have any questions or concerns about video consultations, please talk to your GP or the Director of Care at your RACF.