

The facts about telehealth

Scalable, effective and beneficial

Telehealth is the provision of medical services via electronic means. Telehealth has been around since the spread of the humble telephone, some 120 years ago. Today it's delivered via the internet, using videoconferencing software. People can see each other and talk freely in real time, plus share images and documents.

More than **95,000**
Australian health and medical
practitioners use telehealth services.

And they deliver **50 million**
telehealth sessions to almost
9 million Australians each year.

And about **one third**
of all GP consultations with patients
are now done remotely such as via
phone and videoconferencing.

And around **90%**
of elderly patients receiving
telehealth feel they are
listened to, respected and
have enough time with the
medical practitioner.



Telehealth can deliver the same or better-quality outcomes as in-person care, for specific medical conditions. **Especially long-term conditions that don't require in-person physical assessment.**

It is especially useful for people in residential aged care with family in various locations or for residents with limited access to medical services **such as people with disabilities, mental health issues or residents living in rural locations.**

Sources:

- Telehealth | Australian Digital Health Agency
- Systematic review of telehealth clinical effectiveness
- RACGP Telehealth for Australian general practice
- Systematic review of telehealth in rural and remote Australia
- ABS Patient experiences 2022-23