

# Telehealth service delivery

Better access to healthcare for your loved one

## Residential Aged Care

### Telehealth Training Program



Your loved one deserves to live their best life. Telehealth gives them more access to a wider range of healthcare services.

- Get involved in the healthcare of your loved one, without having to make travel arrangements or take time off work, no matter where you live.
- Advocate on behalf of your loved one with their care team, to ensure they receive the best possible care.
- Ask questions, raise concerns and issues and be involved in your loved one's care.
- Keep up to date on care plans and ongoing care monitoring.

*"The biggest challenge we face is transportation when residents need to go to hospital, doctors' surgeries and specialist offices. Some smaller facilities don't have wheelchair or stretcher access. Often external transport modes have to be booked in advance and escorting residents can put a strain on resourcing. Residents can now receive care without having to leave the village and hold their appointments with staff they are familiar with."*

**Larissa Williams**  
General Manager

*"If a resident is experiencing mild chest pain, we can use the ECG machine onsite with the doctor virtually, who can hear and see what is happening in real-time. This helps our staff get more timely results, without the transportation and waiting times, and ensures quick, effective care."*

**Delwyn Gates**  
General Manager



*"It's exciting as I can see specialist GPs who are far away. It's also great that I will be able to have my family join in the appointment by dialling in, as sometimes I cannot hear the doctor, or I forget what they have said."*

**Prue**  
Resident



**phn**  
COOPERATIVE

An Australian Government Initiative

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**Ask a staff member what telehealth services are available for your loved one.**