

	Name:	<b>Royal Flying Doctors Service Telehealth</b>
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	<p>The Royal Flying Doctor Service Victoria has been providing Telehealth specialist and healthcare services to rural Victorians in need since November 2013 through a customised videoconference platform.</p> <p>Flying Doctor Telehealth is 100% bulk billed and is based on a strong partnership with local health services and specialist providers.</p> <p>In the Wimmera, patients from Rural Northwest Health and West Wimmera Health Services can access Endocrinology, Cardiology &amp; Psychiatry specialists using the RFDS Telehealth Service. Edenhope &amp; District Memorial Hospital will join this in the near future.</p>	
Wimmera PCP role:	Not active	
Objectives	<p><b>Convenient Appointments:</b> Patients can access health services without leaving their community using a laptop or desktop computer which has a camera and microphone.</p> <p><b>Online Appointments:</b> Appointments can be made anytime online</p>	
	The Diabetes Telehealth service connects patients with diabetes in rural Victorian communities with endocrinologists in Melbourne, with the support of a diabetes educator.	
	The Cardiology Telehealth service connects patients with cardiac issues in rural Victorian communities with a cardiologist in Melbourne. Patients are supported by an appointment facilitator such as a community nurse or practice nurse.	
	The Psychiatry Telehealth service connects rural Victorian patients with mental health conditions or illnesses with a Psychiatrist, via an online appointment. An appointment facilitator located at a rural health service will support patients to book and join appointments. The appointment facilitator will leave the room when the appointment starts, unless the patient indicates otherwise.	
Status:	<input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Follow-up activities identified (new template)	
Governance	All undertaken by RFDS.	
Infrastructure/software	Anywhere health web based platform customised for RFDS and has an online booking system so that clients can book appointment directly through the website	
Clinician Engagement	West Wimmera Health Services, Rural Northwest Health and Edenhope Hospital provide staff to assist patients set up their appointment, a space to attend the appointment at the health service and assistance to connect to the teleconference.	

	RFDS do all the specialist side of things to provide the service at the other end.
Consumer Engagement	The Wimmera Health services promote the service to their eligible clients.
Adaptability to other areas of service delivery	Yes, especially as RFDS chase the specialists up in Melbourne and provide access for rural patients. There would be other areas of specialty that the Wimmera would be sure to take up. The model works well and patients love that they don't spend huge amounts of time travelling, and that the service is bulk billed.
Evaluations	RFDS domain.
Learnings & new activities	

Last updated: 22/11/17