

# Telehealth – delivering virtual care closer to home

## Regional outpatient access to telehealth (video)

In 2022-23 telehealth supported global sustainability by saving Country WA patients:

**\$5 million** in fuel costs<sup>1</sup>

**5000 tonnes** less CO<sub>2</sub> emissions<sup>2</sup>

Equivalent to planting **75,000 trees**<sup>3</sup>

**36,797**<sup>4</sup> outpatient appointments in 2022-23

**17,817** attended at a WA Health site

**18,980** attended at home or community site

**22,366**<sup>5</sup> mental health consultations in 2022-23

**222,308** appointments delivered since 2012

**696%** growth since 2012

**88,548** mental health services delivered since 2004

## WACHS Command Centre including emergency telehealth services

### Emergency Telehealth Service

**26,712** consultations in 2022-23 (average 514 a week)

**74%** of patients avoided transfer

**98** emergency sites statewide

**184,000+** consultations since ETS began in 2012

### Mental Health Emergency Telehealth Service (MHETS)

**2,554** emergency mental health consultations in 2022-23

**93** emergency mental health virtual care sites statewide

**8,072** emergency mental health consults since 2019

### Palliative Care Afterhours Telehealth Service (PaLCATS)

**1,085** consults in 2022-23 financial year

Available across **49** sites statewide

### Inpatient Telehealth Service (ITS)

**467** patients accepted in 2022-23

**87%** of patients avoided transfer

### Midwifery and Obstetrics Emergency Telehealth Service (MOETS)

**1,699** consultations in 2022-23

Available across **78** sites statewide

**83%** of patients avoided transfer

### Emergency Telehealth Service staff education

**579** staff at 36 sessions in 2022-23

**90** staff at 14 simulations

### Inpatient Telehealth Service (ITS)

**59** inpatient virtual care sites statewide

**1,620** patients treated closer to home since 2018

Note: Distance saved calculations differ from previous years through use of geocoded patient data vs average distance estimates.

1. Based on an annual average fuel price of \$1.79 per litre. | 2. Based on annual distance of 15,000kms a medium size petrol car (7.5L/100km) produces 2.74 tonnes of CO<sub>2</sub> emissions. | 3. Based on 15 trees / tonne of CO<sub>2</sub>. | 4. Outpatient appointment data source NADC 2022-23 extracted 23 August 2023. Data reflects service delivery by WACHS and metro health service providers to WACHS patients. Data does not include mental health or community/public health episodes recorded in CHIS. Attended activity only. | 5. Data source: Psolis. Mental health figures include all mental health clinical activity delivered via video conference including clinical activity which may not require the patient to be present.