

# Telehealth supporting patients during COVID-19

## March – June 2020

The COVID-19 pandemic saw a rapid and enormous shift to telehealth at a time where people were required to stay at home or physically distance. The WA Country Health Service worked with other health service providers to:

Deliver telehealth appointments directly to the home or a local community setting



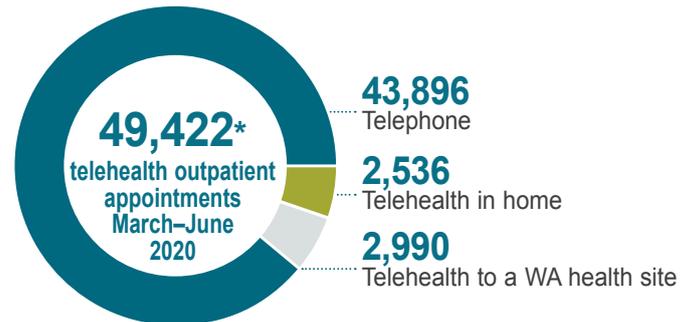
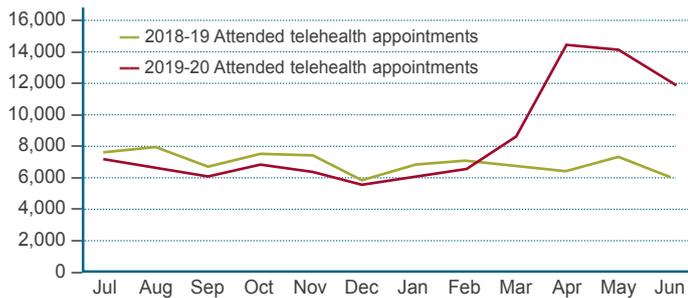
Ensure country patients continued to access metropolitan based services by increasing services delivered via telehealth



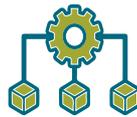
Implement new digital platforms such as Video Call to support care in the home



## Total outpatient telehealth appointments



**22** telecarts and iPad enabled trolleys deployed to regional areas to support critical care and outpatient services



**45%** increase in technical infrastructure facilitating a **200%** increase in medical specialist outpatient appointments\*\*



**107** iPads issued to assist people connecting with telehealth

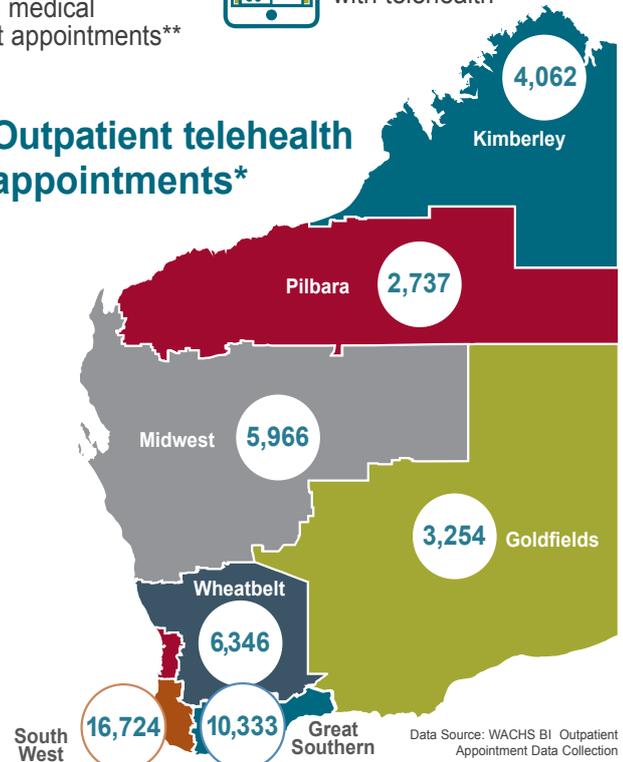
“We were devastated to hear face to face antenatal classes could not run during COVID-19, but when our midwife told us about these telehealth classes we were relieved we could at least do something. The classes were absolutely awesome! We thought we would be missing out, but having them broken into nice easy to watch, interactive sessions in our own home was amazing.”

Bunbury Hospital maternity patient.

“In isolation you feel cut off from the world and then the feeling of uselessness comes in. These calls (with my care team) make me feel confident to fight another day.”

Chronic conditions outreach patient.

## Outpatient telehealth appointments\*



\*WACHS supplied outpatients appointments via telehealth March-June 2020.

\*\*Increase in booked medical specialist appointments based on an extract made on 28 May 2020 from the Non-Admitted data Collection for WACHS establishments for the period March-April 2020 compared with the same period for 2019.