

Telehealth – delivering virtual care closer to home



Regional outpatient access to telehealth



Almost **30,000**¹
outpatient appointments
in 2020–21

125,802
appointments
delivered since 2012



13,086²
mental health outpatient
consultations in 2020–21



Almost **1/3**
of these appointments at
a non-WA Health site, e.g.
community centre or at home

570%
growth since
2012



65,515
mental health outpatient
services delivered
since 2004

In 2020–21, telehealth by
video conference saved
WA patients travelling

40 million kilometres
for outpatient appointments³

That's to the moon and back
52.5 times!⁴



Fuel savings
\$6.6 million⁵



7,385 tonnes
less CO₂ emissions⁶



or equivalent to planting
110,000 trees⁷

Emergency Telehealth Service (ETS)



21,749
consultations in 2020–21
(average 400 a week)



71%
of patients avoided
transfer



86
emergency
sites statewide



135,000
consultations since
ETS began in 2012

Mental Health Emergency Telehealth Service



1,764
emergency mental health
consultations in 2020–21



86
emergency mental health
virtual care sites statewide



3,000
emergency mental health
consults since 2019

Emergency Telehealth Service staff education



1,876
staff at 90 sessions
in 2020–2021



308
staff at
52 simulations

Inpatient Telehealth Service (ITS)



341
patients accepted
in 2020–21



58
inpatient virtual care
sites statewide



90%
of patients
avoided transfer



799
patients treated closer
to home since 2018