



Aboriginal Medical Services Alliance Northern Territory

Telehealth in the NT

11 November 2016



AMSANT Telehealth Story

AMSANT aims to improve the health of Aboriginal people in the Northern Territory through promoting and extending the principle of local Aboriginal community control over primary health care services for Aboriginal people.

AMSANT is the peak body for Aboriginal Community Controlled Health Services in the Northern Territory and advocates for equity in health, focusing on supporting the provision of high quality comprehensive primary health care services for Aboriginal communities.



AMSANT Telehealth Story

AMSANT's eHealth team's goal is to work with Aboriginal Community Controlled Health Services to ensure they have highly functional clinical systems.

AMSANT works collaboratively with our Member organisations, government, research institutions and private enterprise to improve health information systems in the NT.

AMSANT believes Telehealth can contribute to improved patient outcomes through reduced travel, increased patient appointment attendance and more efficient use of health budgets.



AMSANT Telehealth Story

The Northern Territory (NT) population is approximately 32% Indigenous, of which approximately 79% live in Remote Indigenous Communities

74 remote NT communities with populations greater than 100 representing 45000 people.

- 30 have ADSL.

- 44 have mobile phone services.



AMSANT Telehealth Story

Some benefits of Telehealth are:

Greater access to specialty services

Reduced travel costs

Decreased non-attendance appointment rates

Increased primary care clinician involvement

Family more able to be involved with appointments



AMSANT Telehealth Story

Mental Health

Psychiatry services would be more effectively delivered, to higher satisfaction via Videoconferences over telephone.

Emergency Cases are complex to explain using telephone and photographs.

Endocrinology

Many of the follow up appointments surrounding endocrinology could be effectively conducted via video conferencing rather than risk missing appointments



AMSANT Telehealth Story

Cardiology

Cardiology wait lists mean that patients would receive treatment earlier through video conference as a compliment to face to face delivery.

Local staff could receive instructions from the off-site cardiologist more effectively when performing check-ups.

Renal

Follow up appointments surrounding renal conditions could be effectively conducted via video conferencing rather than risk missing appointments



AMSANT Telehealth Story

Outpatient appointment patient travel

Patients travel into hospital centres funded by the Patient Assistance Travel Scheme (PATS) program. Outpatient appointments may require a overnight stay.

Outreach Services

Aboriginal Medical Services receive visits from outreach specialists, often from interstate. Patient contact could be increased through Telehealth sessions in between on site visits.



AMSANT Telehealth Story

Training and Education

Registrar and GP training, case consultation sessions and increased clinical support across professional groups. Remote practice can be isolating. Reliable, secure, telehealth access will provide a significant increase in the ability to support clinical staff in relation to both immediate patient related clinical advice but also professional support.



AMSANT Telehealth Story

Staff Connectivity

Connecting to other remote workers, visiting outreach specialists, hospital clinicians

Meetings

Meetings with clinicians and other Aboriginal Medical Service sites could be conducted more effectively with video conferencing
Staff interviews
Interviews can be more effectively conducted via video conferencing rather than telephone



AMSANT Telehealth Story

NT Department of Health Telehealth Services

Paediatrics	General Medical
Endocrinology	Gastroenterology
Renal	Burns
Pre-admissions	Gynaecology
Oncology	Psychiatric
Cardiology	Cardiac rehabilitation
Thoracic medicine	Sleep disorders
Hepatobiliary	Pain management
Haematology	Addiction Medicine
Infectious diseases	Occupational Therapy
General Surgical	Orthopaedics
Dermatology	Rheumatology
Memory clinics	Spinal



AMSANT Telehealth Story

- Telstra RAP funding and activities
- Community Wireless
- NT DoH Acute and Specialist Telehealth service
- Specialist referral, appointment process and booking patient travel



AMSANT Telehealth Story

- Change management in new Telehealth enabled clinics
 - Introducing change into the clinic environment.
...people are the key to making Telehealth work.
- Workforce development, career planning, training package components
 - Developing community based Telehealth coordinators.



AMSANT Telehealth Story

- Telehealth Medicare claiming
 - Case conferencing
 - Specialist appointments
 - Healthcare at home
 - Residential care
 - Palliative care
 - Chronic disease coordination
- Negotiating increased numbers of available Telehealth consultations by hospital specialists.



AMSANT Telehealth Story

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