



Considering Video Consultations via Videoconference?

Heidi Warkill

Facilitator, Statewide Telehealth Services, Clinical and Statewide Services Division,
Queensland Health

'Telehealth' is an extension of the way we can communicate with patients and nurses, doctors and other specialists by simply using a TV screen and a digital camera. We are all familiar with the telephone and how that has brought people closer together, then we embraced the internet and email to further remove distances, now in Queensland Health we use telehealth to remove physical and social distances between health professionals and their patients.

Telehealth has enabled us to:

- provide rural and remote communities better access to specialist services, and
- allow patients to have follow-up care and other specialist services closer to home.

At Statewide Telehealth Services we believe that the best health care can be delivered without the need to travel too far from home.

However, when setting up a new service within Rural and Remote Communities there are a few things that need to be taken into consideration such as how does the community feel, what does this mean to the community and are there any Cultural Barriers that need to be taken into consideration?

We often tend to do things with little consultation and sometimes consultation with the wrong people. The people that will be utilising this service need to be consulted and the reasons for this will be explored in this session.