

Private Paediatric Telehealth Service for Rural Children in Queensland



Dr Michael Williams

1 Telehealth Service

- Private Paediatric consultation using Healthdirect video platform
 - All referred by GP
- To rural Queensland sites with difficulty accessing paediatrician
- From home base – with remote Genie desktop
- Administration at medical specialist office
- Medicare based billing

2 Consultations

Data from 151 telehealth consultations:

- 60 – 70 consultations/month
- 60% to home,
 - others to school /GP clinic/ work
- 72% ASD/ADHD & associated problems
- 32% bulk billed
- 9% technical issues – most audio
 - Easily overcome
- 5 (0.7%) failed to attend

3 Parent Feedback

- 88/127 responses from parents
- All (100%) satisfied – 91% very satisfied:

"access is fantastic... I can be wherever I need to be"

- All would recommend telehealth to others:

"Hesitant initially – but once started my mind was at ease"

"Just as informative as face to face"

"Easier than driving 3 hours with tired grumpy children"

"Child doesn't like social settings"

- 94% didn't feel would prefer to travel to see paediatrician

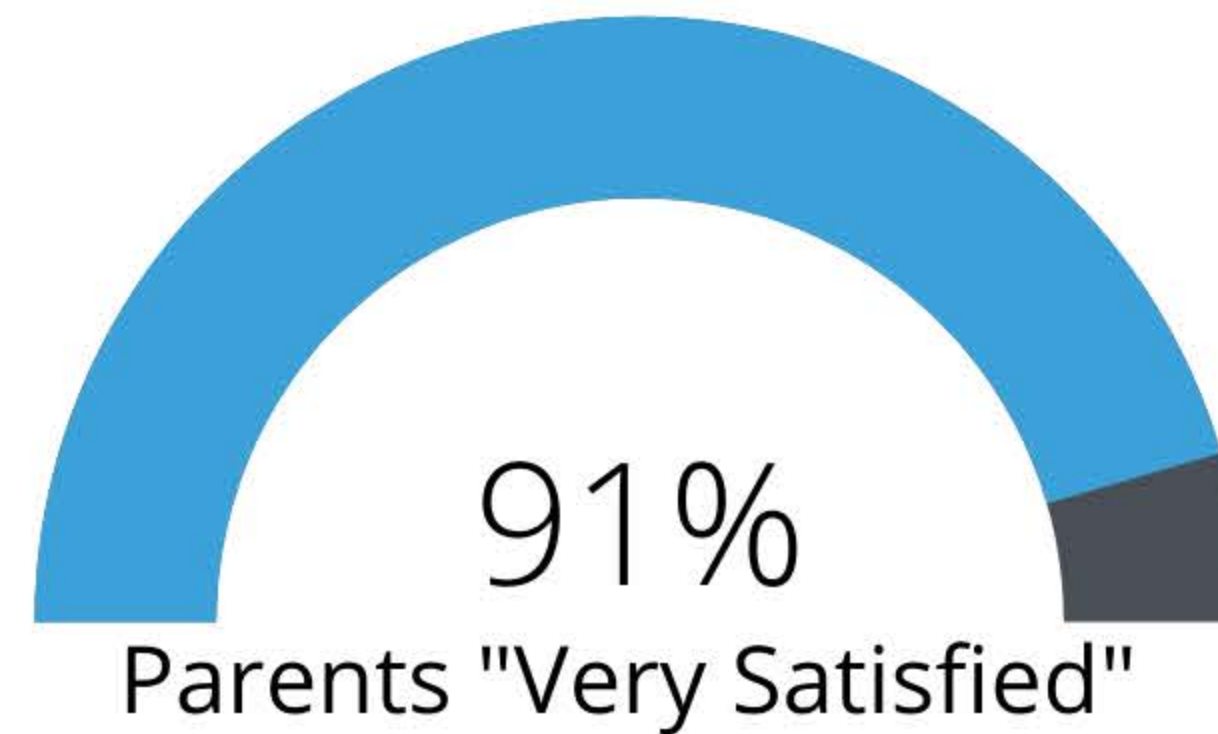
"Living 600km from paediatrician is a huge expense and children miss school"

- 87% no difficulties
- 97% satisfied with booking and billing

"Awesome being a single mother to be bulk billed!"

"Very easy to make an appointment"

"Organised by my grandson's school"



Acknowledgements



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