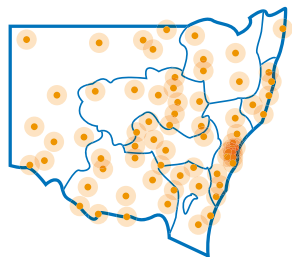




**NSW Health** uses innovation to improve public health care for the people of NSW.



Telemedicine connects patients, carers and health care providers, improving access to quality public health care, particularly in rural and remote parts of NSW.

The government is providing \$4 million a year to continue the expansion of Telehealth services across NSW.

## Telemedicine? What is it?

Telemedicine uses telecommunications and technology to give access to the best possible health care to everyone in NSW, no matter where they live. It does this by connecting patients, carers, clinicians and public health service providers across NSW.

Telemedicine uses telecommunications to carry pictures, voices and information across the distance that separates health care services and providers in NSW.

Key technology such as image transfer and videoconference is used to improve access to public health care.

## And remember...

- You may choose whether you or your family participate in the videoconference.
- You may stop the consultation at any time and restart when you are ready.
- You may also end the consultation at any time.
- This will not affect your access to any other health service.

## For more information about Telehealth

Contact the NSW Telehealth Initiative on:

**Tel. (02) 9391 9857**

Visit the NSW Telehealth Initiative Website at:

**[www.health.nsw.gov.au](http://www.health.nsw.gov.au)**

**NSW**  
*Tele***Health**

**Connecting  
you to health**



**NSW HEALTH**  
Working as a Team



## Our plans

The NSW Telehealth Network extends to over 160 public health service facilities across NSW. The Network stretches from Tibooburra to Tweed, Broken Hill to Bombala and Coonamble to Camperdown.

The NSW Telehealth Network has grown to support a number of public health care services in Rural Centres and the Greater Sydney region.

Services that may be available in your area include:

- Paediatric, Adolescent & Adult Mental Health Services
- Diabetes Foot Care
- Sexual Health
- Perinatal HIV Counselling
- Chronic Pain Management
- Emergency Services
- Genetics Services
- Oncology
- Radiology
- Rehabilitation
- Haematology
- Surgical Review
- Ophthalmology

## What does Telemedicine mean for you, the patient?

Telemedicine is about utilising telecommunications in image transfer and videoconferencing to improve your access to quality health care.

Through videoconferencing you can communicate with your specialist and your health care provider about your treatment needs and options.

***“...I don't have to run to the doctors and travel to towns where I don't know my way around, for a consultation and follow-up visit.”***

Telemedicine may reduce your need to travel to large towns or cities to receive treatment.

Not all your treatment may be able to be provided via Telemedicine. Face to face contact may also be required from time to time.

## What about privacy and confidentiality?

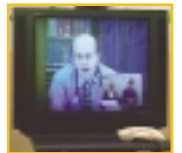
Just like any normal face to face consultation with a health care provider, 'private' or 'sensitive' issues about your treatment may be discussed during a videoconference consultation.

Your privacy and confidentiality are maintained.

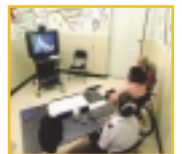
Your videoconference consultation will **not** be taped.

During your videoconference consultation, no one will be in the room without your knowledge.

Before your videoconference consultation, your health care provider will explain what is involved and answer your questions.



If you agree to participate in the videoconference consultation, you or your guardian will be asked to sign a consent form.



## Consumer perspective

*“I found the service very convenient. I gained access to something on the spot that would have otherwise been delayed.”*

Anna lives in a small remote town in western NSW. Anna has Parkinson's Disease. During a particularly bad bout of her symptoms, Anna was transferred 800km to the nearest Referral Hospital for treatment. Anna had a lengthy hospital stay, where she was isolated from her home and family. Anna was yearning to return home.

Case conferences via the Telemedicine Network with her local Health Care Service, were used to plan an earlier discharge from hospital. Anna, her carer and local health staff were connected via Telemedicine with the staff at the Referral Hospital, to discuss Anna's ongoing treatment prior to her

discharge from hospital. Once home, Anna along with her carer and local health service staff, were supported by the specialist team at the Referral Hospital. Telemedicine made it possible for the Referral Hospital to monitor Anna's progress and guide her continued rehabilitation.