

Changing lives for the better

Central Queensland Hospital and Health Service

Orthopaedic Outpatient Telehealth Service

The clinical opportunities of
Telehealth



Queensland
Government

Orthopaedic Telehealth

The Orthopaedic Outpatient Telehealth Service

- Operates out of Orthopaedic clinic at Rockhampton Hospital
- Covers a geographical area of 390,650km² including Central Queensland and Central West districts

When clinic operates

The clinic operates three days a week,
from 0900 to 1430

- Tuesday - Biloela and Central West facilities
- Wednesday - Gladstone
- Thursday - Emerald



The process

- Patient referrals are categorised by a Consultant
- Telehealth appropriate patients are booked into clinic and paperwork commenced by Telehealth RN
- Telehealth AO distributes appointment and paperwork to recipient sites and enters into HBCIS
- An Orthopaedic Consultant is always on hand to assist Registrars in clinic



Coordination with other sites

- Provider site has allocated Medical Officer and RN in consult room, recipient sites have nursing staff, x-ray availability and plaster applicator
- Patients are seen in clinic, wounds reviewed, x-rays reviewed, sutures or staples removed, next appointment given if required or discharged and notes emailed to recipient sites by Telehealth AO
- Patients are sent letters, SMS messages and phoned if appointment is one week away



Tracking Form

- Used for patients in Telehealth clinic
- Shows patient details
- Outlines patient’s diagnosis, date of injury and current treatment
- Form shows which order the patient is required to have x-ray, then have their plaster attended to and then to be seen in clinic
- Multiple appointments on one form

Clinic: <input type="checkbox"/> General <input type="checkbox"/> Skin <input type="checkbox"/> Spine <input type="checkbox"/> Trauma <input type="checkbox"/> Wound <input type="checkbox"/> Other	Lacer: <input type="checkbox"/> Yes <input type="checkbox"/> No
Date: 19/12/2017 Date of injury: _____ Diagnosis: _____ Treatment: _____	
Date of next appointment: _____ Time: _____ Instructions: _____ X-ray: <input type="checkbox"/> Yes <input type="checkbox"/> No Date: _____ Plaster: <input type="checkbox"/> Yes <input type="checkbox"/> No Date: _____ Plaster removal: _____ Sign: _____	
Date of next appointment: _____ Time: _____ Instructions: _____ X-ray: <input type="checkbox"/> Yes <input type="checkbox"/> No Date: _____ Plaster: <input type="checkbox"/> Yes <input type="checkbox"/> No Date: _____ Plaster removal: _____ Sign: _____	
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Download form 11112

The benefits of Telehealth

- Specialist care closer to home
- \$153,000 total savings of patient travel subsidies 2015/16
- Less pain for patients travelling for appointment
- 3437 patients seen in 2015/16

Feed back

Why patients think Telehealth is so helpful –

- *“I won’t have to have so much time off work”*
- *“He/She won’t have to have too much time off school”*
- *“I don’t have the money to finance a trip to Rocky”*
- *“I don’t have the fuel to come to Rocky”*
- *“I’m not able to sit for that long in the car”*
- *“I can’t drive because of my injury and don’t have anyone who can take me that far”*
- *“It would save the kids getting car sick and fighting with each other in the car for that long”*



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Thank you
Any questions?

