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REFLECTIONS ON USING TELEHEALTH IN HOME MODIFICATION PRACTICE WITH CLIENTS WITH A NEWLY ACQUIRED SPINAL INJURY IN QUEENSLAND – THE PROS AND THE PROBLEMS

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Service Co-ordinator - Home Modifications

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LifeTec

is a social enterprise that exists to enable people and their communities to achieve their goals through the correct application of assistive technology.

We provide everyone with everyday solutions to everyday activities.

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Step 1: Initial Referral
from QSCIS to LifeTec

Step 2: Introductions
and Home Visit

Step 3: Report Developed and
Scope of Work Finalised

Step 4: Approvals obtained
and Contractors Begin Work.

Step 5: Work inspected for Final Approval
and Patient Returns Home

Step 6: Post-Occupancy Revaluation



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How do we use telehealth?





Benefits for the client



- Client is central to the whole decision making process = greater acceptance of modifications
- Reduced wait time
- Reduced length of hospital stay

What are the organisational benefits?



Without telehealth...

- We would have:
- Travelled 19,480km across Queensland
- Flown to Cairns three times
- Flown to Townsville twice
- Flown to Mount Isa once
- Driven to Wide Bay 3 times at a total of 1,944km
- We would have paid 12+ days of car hire
- We would have paid 9+ days in accommodation

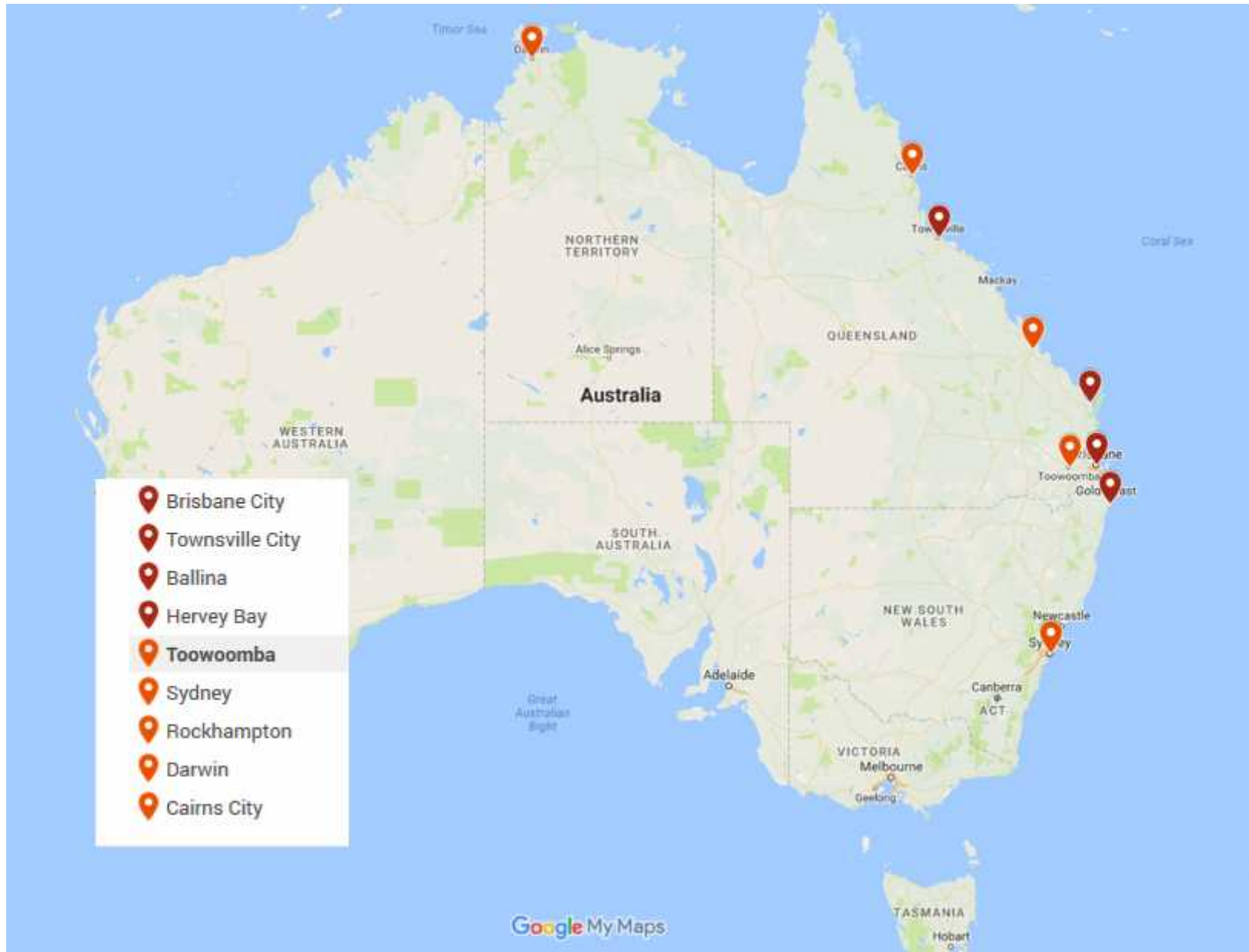




- Available technology
- Connectivity
- Initial acceptance of technology
- Addressing training requirements to improve efficiency of service
- Video vs real life assessment and recommendations
- A changing healthcare landscape







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Brisbane

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Above Coles

Townsville

Shop G3A Domain Central
Next to Specsavers

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