

Sexual health adaptations to service delivery for the specific needs of CALD communities

Catriona Ooi
Clinic 16

Sexual health in 2020



Health
Northern Sydney
Local Health District

adaptations

- 3 way phone calls with interpreters
- Clinic 16 WeChat platform
- basic triage in Chinese language
- Telephone and video consultations
- Initial Telehealth followed by face-to-face consultations
- External pathology collection
- Time limited face-to-face consultations
- Phone support to CALD groups and individuals
- Posting medication or scripts for local pickup
- Distributing information for sex workers electronically or drop off



Staff and patient response

- Surprisingly successful and aspects are here to stay
- Provides flexibility for patients and staff
- Empowers Patients
 - Differing Levels of comfort
 - Geographically challenged
 - Adaptive to individual circumstance (children, work, study, access and transport)
- Able to provide service for patients marooned overseas