



Improving health outcomes in regional and rural communities: A virtual care approach to health equity

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## Improving health outcomes in regional and rural communities: A virtual care approach to health equity

- For 20 years, Teladoc Health has championed virtual care to address the health equity challenge.
- In 175 countries we partner with over 650 health systems, including 60 of the top 100 health systems in the U.S.A, to improve health outcomes.
- Teladoc Health exists to solve challenges and bring virtual care solutions to those who need it the most....our stated Vision is to create a world where great healthcare is always within reach.





## The Challenge - Lack of specialist neonatologists in rural & remote QLD

### Tertiary Centre – South Brisbane



- 10500 births
- Largest maternity service in Australia
- 79 NCCU cots
- 24/7 paediatric coverage

### Mackay



- 450 births, 2000km from Brisbane
- Reliant on locum paediatricians
- Low volumes of complex babies
- Low confidence of nursing staff

### Rockhampton



- 450 births, 800km from Brisbane
- Reliant on locum paediatricians
- Low volumes of complex babies
- Low confidence of nursing staff



## The Solution - Mater Tele-Neonatology Program

In the event of an unexpected neonatal resuscitation and onsite medical help is not immediately available, Mater introduced a tele-neonatology program. The four key components are:

1. The right devices
2. Custom-designed workflows
3. Engaged clinical workforce
4. Custom documentation





## The Challenge – Surgical Expertise and Support in Regional and Remote Hospital OT's

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- Scarce surgical expertise not readily available in rural and remote locations
- These scarce resources wasting hours in travel time for training and proctoring
- The need for continued upskilling on new surgical devices and robotic systems such as The da Vinci Surgical System
- Dealing with overcrowded OT's and continual scheduling changes



## The Solution – Teladoc Health and Proximie Partnership: Extending Clinical Expertise

Proximie software on Teladoc Health devices brings surgical expertise to regional hospitals via remote virtual technology. The solution allows...

- To train more surgeons, improve patient safety, and drive productivity
- Faster adoption of new clinical technology devices
- Faster access to clinical, procedural and technical support
- To have more education, mentoring and proctoring
- Surgeons to hone their skills, build their expertise and showcase their abilities via shared videos







## The Challenge – Providing access to healthcare to the world's most needy population

- 8.6M people die annually from treatable conditions. 3.6 million receive no healthcare, and 5 million receive substandard healthcare.
- 50% of the world lacks access to essential health services. Communities in Sub-Saharan Africa and Southern Asia are the most affected.
- 15M additional healthcare workers will be needed by 2030 to meet the demands of the global population.
- Doctors want to help but it is difficult and sometimes dangerous to travel to remote places



## The Solution – Teladoc Health and World Telehealth Initiative (WTI)

- WTI has an unprecedented capability to transform healthcare access for low-resourced communities.
- They connect volunteer medical specialists with clinics and hospitals in underserved areas, to provide quality healthcare, upskill local providers, and build the capacity of their health systems
- Programs are made possible through their network of philanthropic physicians, collaboration with other global health organisations and using telehealth technology delivered by Teladoc Health.







## Teladoc Health – Solving the challenge of health equity

Other areas we are focused on in ANZ include...

- Virtual nursing solutions to help solve nurse workforce issues and keep nurses working in rural and remote settings
- Virtual mental health solutions to ensure access to an increasingly under resourced clinical area
- Virtual stroke solutions
- We have over 60 use cases and our mission is to work with health systems to continue to solve the health equity issue
- To find out more, scan the QR code or visit [www.teladochealth.com.au](http://www.teladochealth.com.au)

