



Consumer and clinician satisfaction through connectivity at the bed side

Vickie Knight

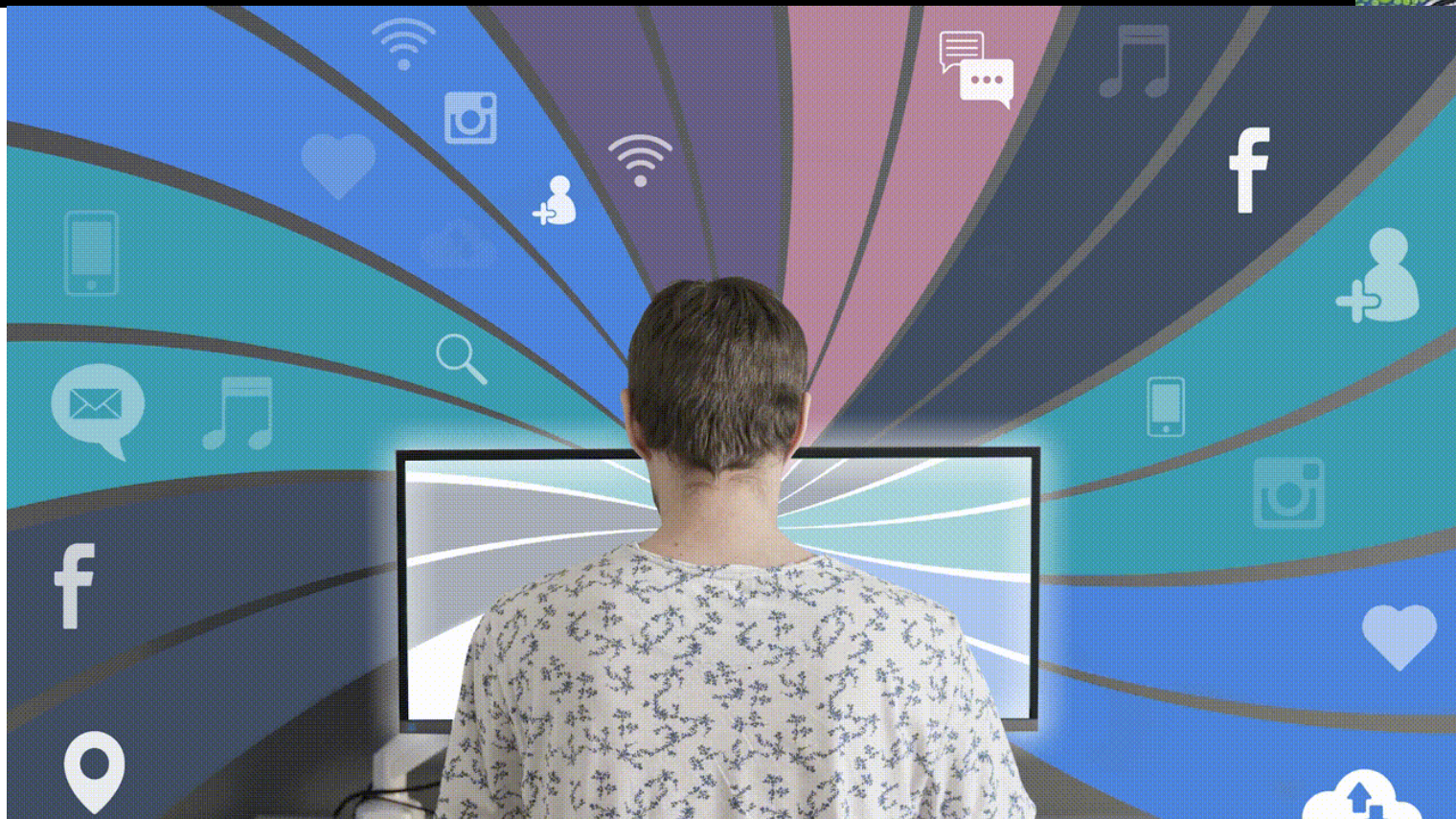
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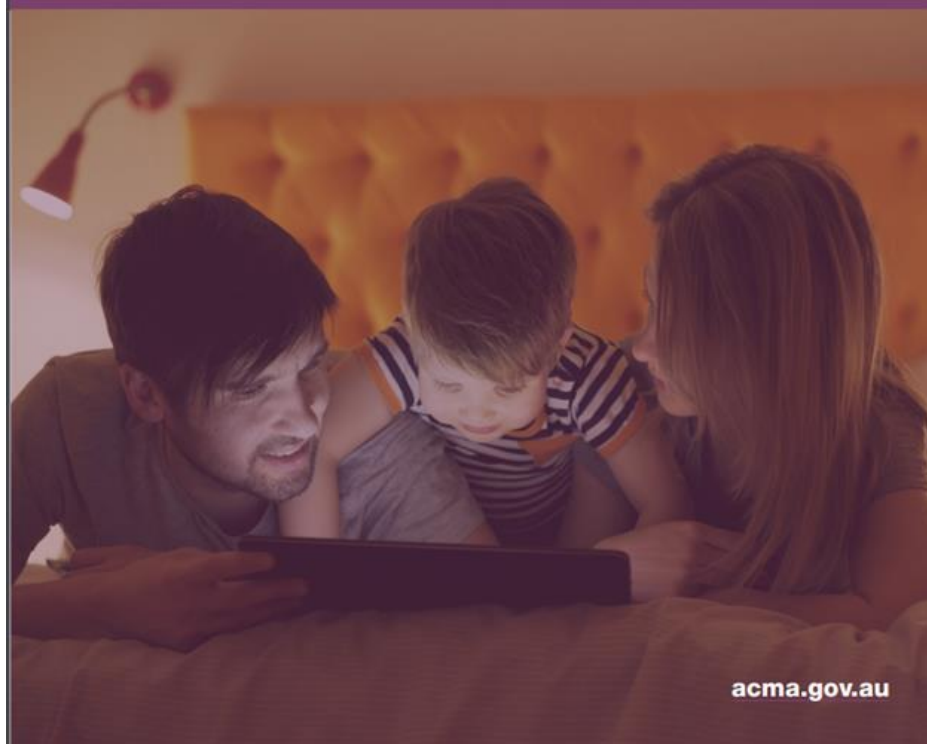




Australian Communications and Media Authority 2020 report

Quantitative research

September 2020





Results

Older Australians (aged 55+)*:



- > participated less across nearly all internet activities than those aged 18–54
- > undertook more telehealth, legal, financial or other professional consultations compared to those aged 18–54



Devices used

- > Nearly all Australians (99%) accessed the internet in the previous 6 months in 2020 (up from 90% in 2019).
- > Australian internet users, on average, used 4.4 types of devices to access the internet (increase from 4.0 types in 2019).

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Then..



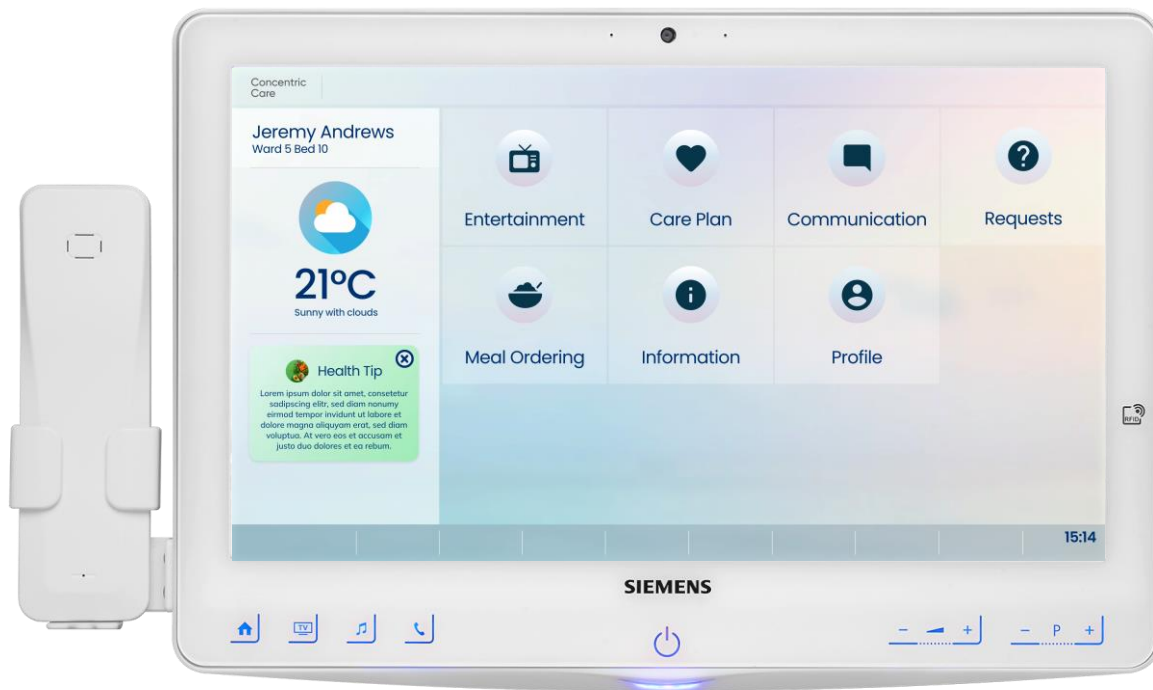


Now...

Seamless bedside
experience.

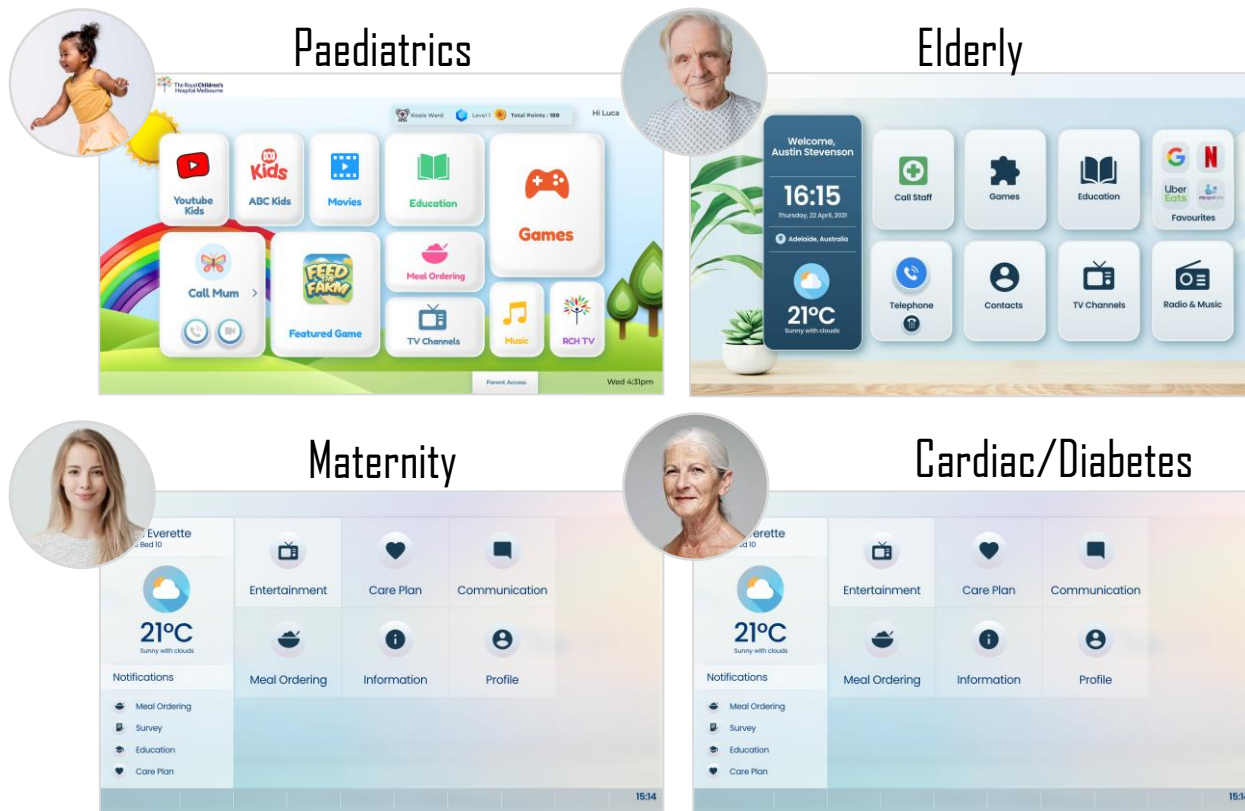
Watch tv, listen to music,
play games.

Contact staff, family or
friends with a push of a
button.





Flexible Patient Journeys



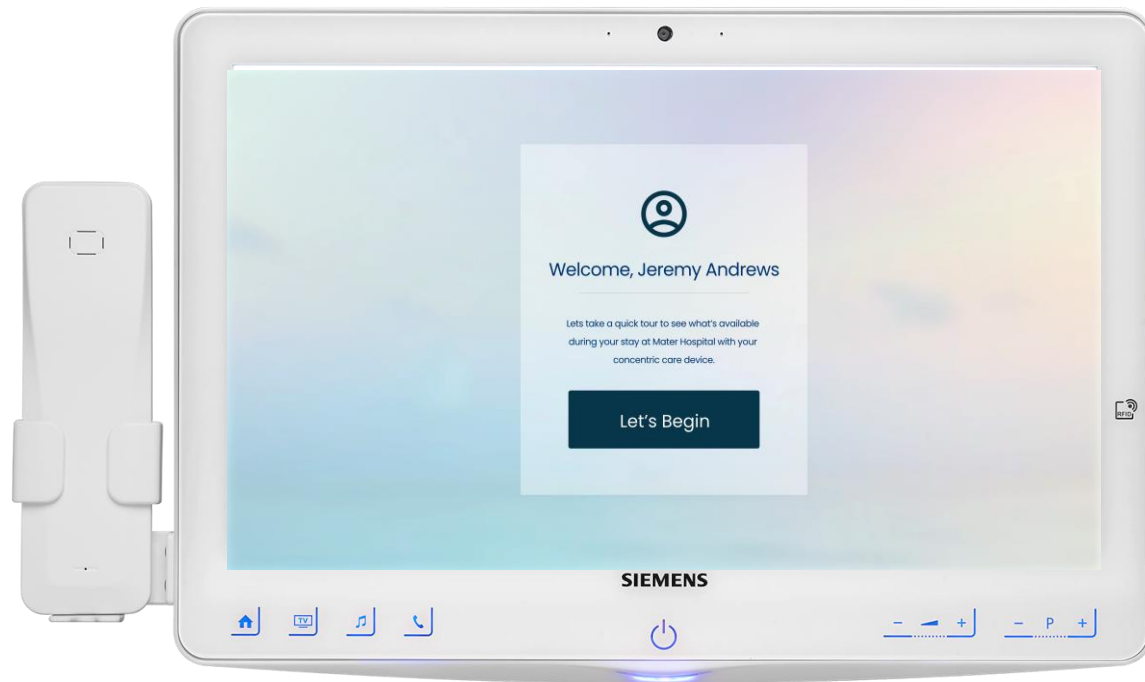


Digital Inclusion via Internet & Social Media





Tailored Patient Information & Education PROMS & PREMS

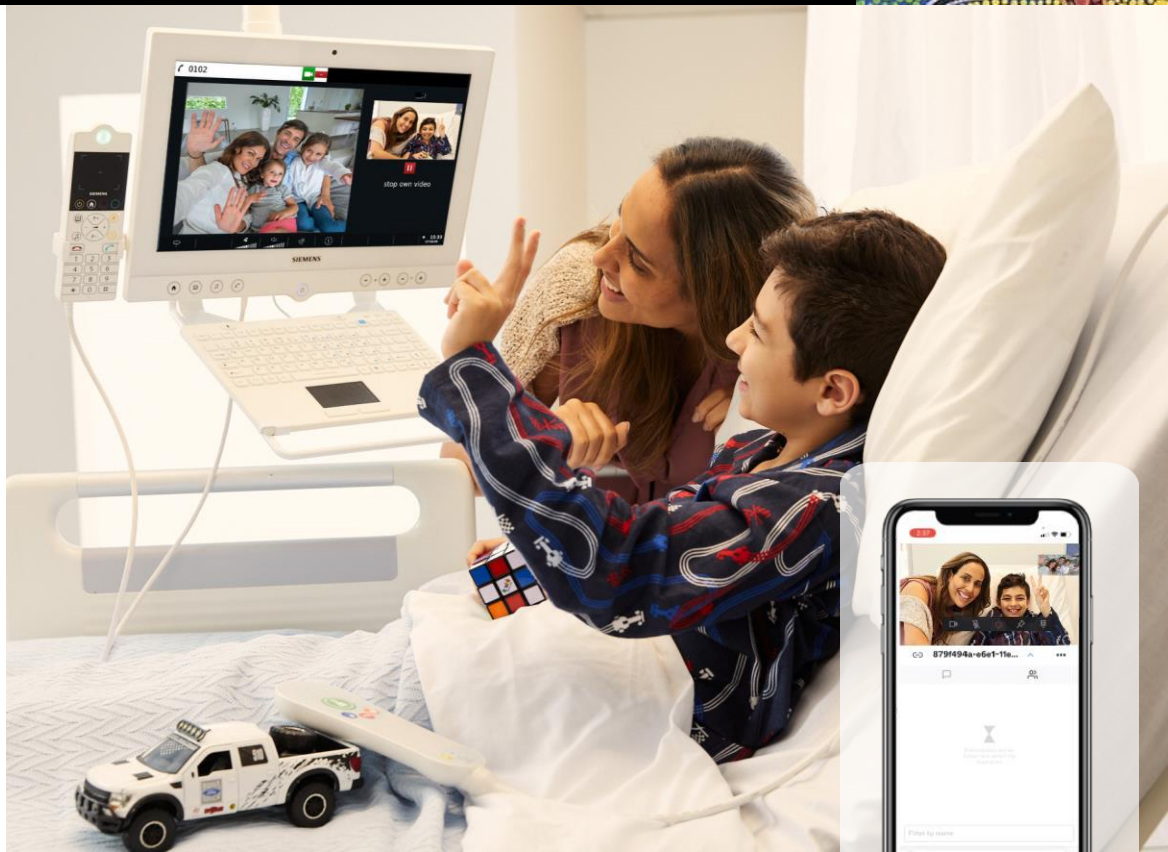




TV & Movies



Videoconferencing





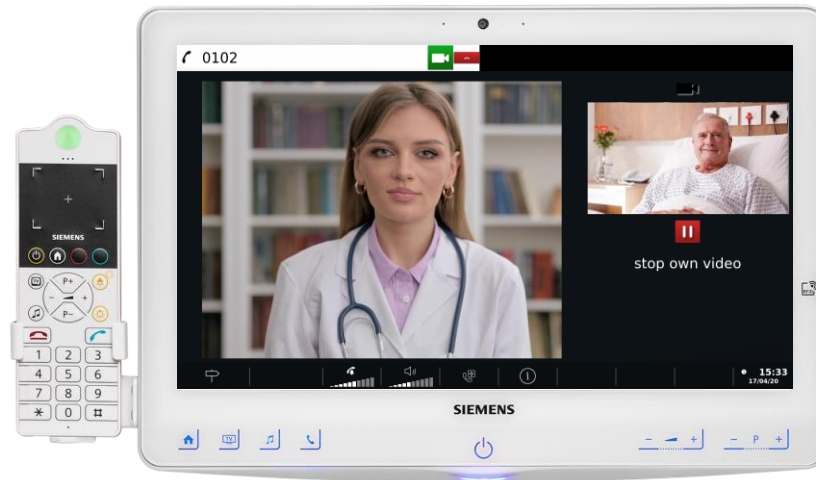
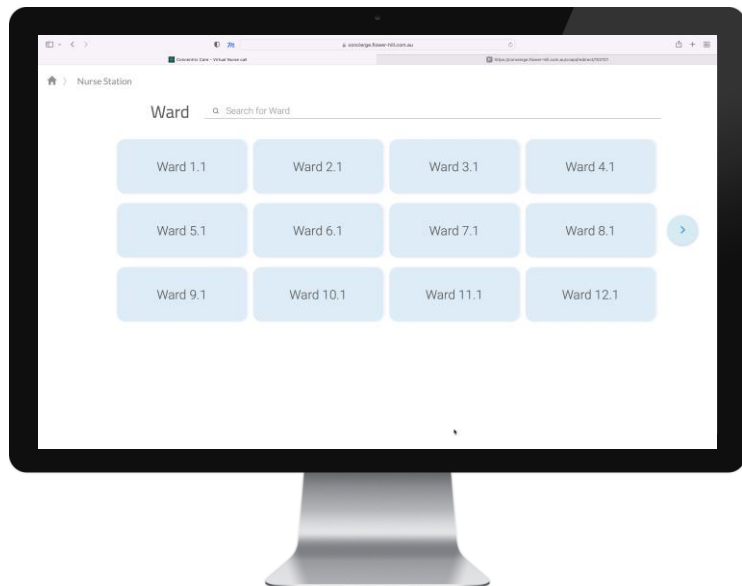
Translation & Interpreting

Blay N et al. Healthcare interpreter utilisation: analysis of health administrative data. BMC Health Serv Res. 2018 May 10;18(1):348.





Virtual Rounding



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Thank you

