



Collaborative Care Net - TeleConnect®

Care for Life

TeleConnect® allows doctors, nurses and specialists to conduct Telehealth sessions with patients and carers as if they were actually there in-person. With TeleConnect® multi-discipline clinical decisions can be made with confidence and in real-time from anywhere.

Real time and face-to-face

Patients and clinicians work best when interactions are conducted face-to-face. However, access to clinicians and specialist services across the widely spread population that is modern Australia can be challenging. However, it's not just face-to-face that makes for a productive health care consultation. Access to up-to-date patient data including lab reports, history and notes is also a critical part of the consultation process, and fully enabled with TeleConnect®. Today, with internet access available to most Australians and the introduction of TeleConnect's advanced, low bandwidth video conferencing service, the dream (vision) of face-to-face and real-time access to a wide range of health care specialisations is now a high definition (HD) reality - for everyone.

Health Care Videoconferencing in High Definition – TeleConnect®

Health care is one of the most demanding applications for video conferencing. KeyTrust's TeleConnect® service operates as a part of KeyTrust's larger Collaborative Care Network (CCN) and has been specifically designed to address video conferencing requirements of the Australian health care community.

Secure recording of the consultation session by authorised clinicians also allows for later review and follow-up by other stakeholders as required.

TeleConnect®

Aged Care and Community Care

In the Aged and Community Care sectors, where ongoing and continuous care management assumes increasing importance, TeleConnect® allows GPs, nurses, specialists, carers and patients to connect together in a collaborative video consultation without the need for the patient to leave the Aged Care or community/home location. This contributes to better patient outcomes by enabling more focussed and frequent care reviews and is now being strongly encouraged and financially incentivised for participants via the new Telehealth item numbers available through the [Federal Government's Medical Benefits Scheme \(MBS\)](#).

Family Connect®

Aged care and hospital facilities can also use the same TeleConnect® service to allow residents and patients to video conference with family and friends when they are unable to visit in person. This new level of *social telepresence* is a significant added benefit for patients and carers who have family and friends at a distance.

Virtual consultations in High Definition

KeyTrust TeleConnect® promotes:

- **Geographic reach** – Many places in Australia are hard to reach. With TeleConnect® the tyranny of distance is reduced or removed. Patients located in regional, remote and isolated or restricted areas, as well as those in metropolitan locations that have limited access to specialist and general health care resources, can now be on-line with a clinician at any time.
- **Real Time Access** – Health collaboration occasionally needs to be delivered with urgency. The real time availability of specialists can now be ensured with TeleConnect® providing the scheduling and video connections on-demand and as required.
- **Significantly reduce travel costs and overheads** – With TeleConnect® the requirement for patients, carers and clinicians to engage in time wasting travel is significantly reduced.

TeleConnect® HD Video Conferencing Services support a wide variety of applications including:

- ✓ TeleAccess to specialty care: Neonatology, Telepsychiatry, Oncology, Emergency Care, Internal Medicine, Radiology, Telenursing, Teledentistry and many others
- ✓ Aged care, Community care and Rural telemedicine
- ✓ Telehealth for second opinions, research, follow-up and continuing medical education
- ✓ Telementoring: to support critical decision making and teach new methods and techniques
- ✓ Home health monitoring and nursing including Hospital-in-the-Home services
- ✓ Administrative and social meetings and connections