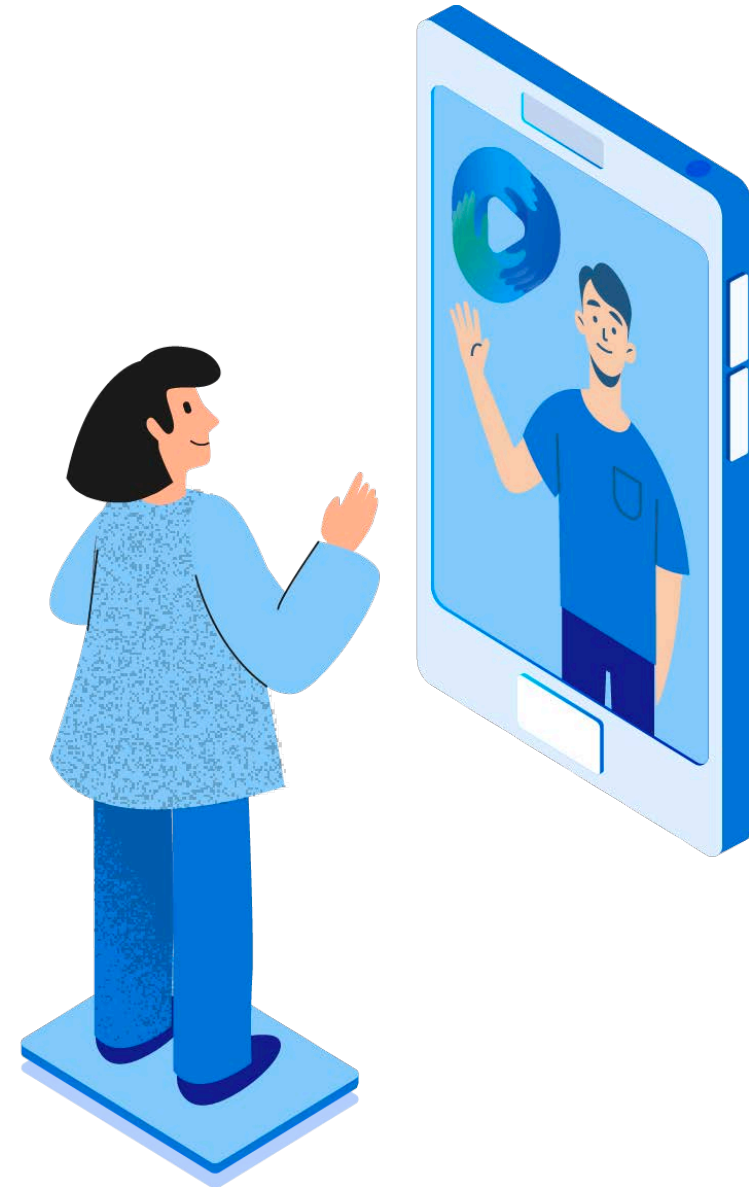


# Implementation of Telehealth during COVID-19 and beyond


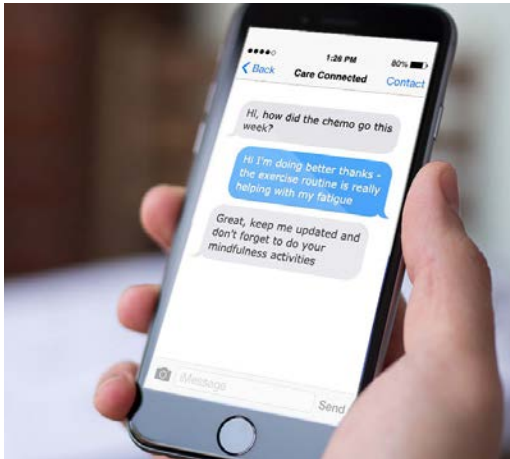


Care Connected is a **digital health clinic** focused on **recovery** and **supportive care** services

We focus on allied health and nursing



# Our model of care




Connect From Anywhere using video call, telephone, messaging using a WebRCT based platform



Experienced Allied Health and Nursing Team with at >5 years experience (currently 35ppl in our team)



Nursing Care Coordination Support across individualised recovery and support programs



Automated onboarding, PROM/PREM collection, remote monitoring components

# A virtual health clinic, focused on supportive care.

Expert and convenient care wherever you are, when you need it

Welcome to Care Connected.

[START VIDEO CALL](#)

[BOOK A SESSION](#)



# Prior to COVID



## Telehealth focus

We have been operating as a digital health enabled clinic since early 2017



## ACHS

We gained ACHS health services accreditation in 2018



## B2B

Funding limitations meant looking for a non-user pay funding model, noting financial distress in many patients



## Satisfaction/ engagement

We had great uptake of the service and feedback from patients and carers regarding the flexibility of the model of care

# Telehealth 'hub' – Mackay QLD



# The impact of COVID-19 on our service



## Medicare and PHI Benefits

Expansion of MBS and PHI items for telehealth allied health services which has opened up a 'direct to consumer' channel for us and other services



## Increase in support requests

Our oncology nursing team have seen a significant influx of requests for support and education from participants – particularly those going through treatment



## Wider adoption

>10million telehealth items billed in Australia up until mid- May 2020, this has increased adoption and grown interest in digital health from HCP/ consumers and payers



## Workforce

Although our team work remotely, we have focused on supporting staff throughout this period

# Adaptations needed within our business



## Billing

Worked with our team, SaaS provider and consumers to operationalise DTC payment processes



## Awareness

We pushed to grow our branding with a partnerships model to increase referral funnel



## Workforce

Our team works from home, but we increased flexibility noting partners/ kids at home and increased staff check ins, meetings and wellness activities



# Practical tips for telehealth implementation



## CALD patients

Some of our team are bilingual. We are piloting a translation service



## Poor tech literacy

Make onboarding simple, spend time on tech setup, use single point to join a call, offer phone consults if needed



## Patients with poor access

Be flexible in care (telephone can have real value, we use messaging, send out hard copy exercise programs, send tablets with 4G card)



## Prompts

Have automated SMS and email reminders sent to patients prior to their consult time

# Beyond COVID-19



## Funding

'Fingers crossed' a proportion of the temporary telehealth items should continue post September for allied health services



## Awareness

Telehealth / digital health awareness will continue to grow, COVID-19 will be seen as the catalyst for change



## Patient demand

Patients will expect that a remote care option is available to them, if appropriate



## Remote monitoring

Expansion of remote monitoring will be seen as "telehealth 2.0"

# Contact

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