

MEDIA RELEASE

22nd May 2023

Residential Aged Care Facilities Virtual Care Service improves the health of residents in the Northern Sydney region through technology

The new Residential Aged Care Facility (RACF) Virtual Care Service, funded by Sydney North Health Network, will help those residing in RACFs to easily access Primary Health Care through virtual technology.

A \$1.1 million funding package provided by Sydney North Health Network (SNHN) will enable local RACFs to implement secure video healthcare consultations and remote vital signs monitoring. Out of 103 RACFs in the region, 60 have already signed up for the service. Contracted supplier, Health Teams Pty Ltd, will ensure fruition of the RACF Virtual Care Service through the implementation of their Health Teams platform.

The RACF Virtual Care Service is intended to support non-urgent, routine and scheduled care for RACF residents with their healthcare providers. Supplementing face-to-face visits by healthcare providers, secure video consultations will enable RACF residents to access primary care providers and clinicians in optimal time. Boosting care coordination between RACFs, primary care and other clinicians as well as increased use of the My Health Record system will allow more effective care for residents reflecting a whole of person's health needs. Healthcare professionals delivering this new service will benefit from reduced travel time as appointments are conducted virtually. The implementation of remote vital signs monitoring will help healthcare providers to improve the management of residents' chronic conditions, increase the capability for early intervention, and help reduce hospital admissions.

The families of loved ones living in RACFs will also gain greater opportunities to engage with their loved ones, carers, and healthcare professionals through the Health Teams platform.

Lynelle Hales, Sydney North Health Network CEO, said, *"The Australian Government's funding of this technology through SNHN will allow RACF residents to obtain improved access to primary healthcare, and help family members to experience a greater level of inclusion in their loved one's health and wellbeing. We hope this service will transform residents' experience of the primary health system."*

Funding will also assist in educating RACF staff and healthcare providers, such as General Practitioners, on how to implement and deliver virtual care. SNHN staff will also be trained to provide educational support to RACFs when needed.

SNHN has commissioned the RACF Virtual Care Service as a unique 'single solution' approach to streamline its rollout to all participating RACFs in the Northern Sydney region, improve continuity of service, have a unified approach in providing education and reduce healthcare provider learning burden for multiple systems.

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The RACF Virtual Care Service is part of the Australian Government's response to the Royal Commission into Aged Care Quality and Safety and was co-designed with a diverse group of virtual care stakeholders, government and non-government agencies, healthcare providers and people with residential aged care lived experience.

Northern Sydney region RACFs can register their interest by contacting ageingwell@snhn.org.au.

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ABOUT: Sydney North Health Network www.sydneynorthhealthnetwork.org.au

The Northern Sydney Primary Health Network, operated by the Sydney North Health Network – a not-for-profit organisation – is one of 31 Primary Health Networks (PHNs) established by the Australian Government to increase the efficiency and effectiveness of medical services for the community. Our focus is on patients who are at risk of poor health outcomes. We work to improve their care coordination, so they receive the right care in the right place and time. It serves the Northern Sydney region (see image, right). www.snhn.org.au



ABOUT: Health Teams Pty Ltd www.healthteams.com.au

Health Teams Pty Ltd was founded by Jonathan Klug and Michael Badran, who between them have over 30 years of Digital Health experience. The Health Teams platform, designed specifically for the aged and home care sector, will solve real challenges faced by Aged and Community Care providers in providing the best possible clinical care to their residents and clients. By empowering nurses and doctors with tools, devices and access to clinical data, clinical outcomes will improve for residents and clients. Acting as a data hub where all the clinical data is displayed within the video call screen, the doctor will be able to make a fully informed decision about a patient's care. The platform's uniqueness is that it caters for all the resident's care stakeholders including the family members and can be integrated with the Residential Care Clinical System of the RACF.

MEDIA ENQUIRIES

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