

eClinic

Removing barriers for patients to attend health appointments



LUCY is 18 years old and has spina bifida. She regularly attends outpatients appointments and relies on her parents to take her to the hospital. Lucy was recently given the opportunity to have video consultations for her regular check-ups, which has greatly improved her experience.

Without her mum present, Lucy feels more confident speaking with the nurse about personal things and it has given her independence and privacy to attend sessions on her own.

GREG is 32 years old and undergoing cognitive behavioural therapy for a mental health issue. He has the option to attend appointments face to face or remotely. Greg feels anxious at the thought of attending appointments at the hospital and talking about his mental health in person.

With video consultations, he feels more in control and comfortable in his own environment and anxiety around travelling to the hospital is removed. The treatment via video is going well and Greg admits he may not have continued with therapy if he had to physically attend each appointment.



TINA has a weakened immune system due to a long term condition and easily picks up colds and viruses. She regularly needs to check in with the clinician who monitors her condition, however the hospital environment is not the best place for her.

Knowing that her clinician offers video consultations, Tina recently moved to a rural location to improve her health. Tina now has video consultations for her regular checks, only travelling to the hospital for blood tests and physical examinations.



TRENT is 27 years old and was recently discharged from A&E with fractured ribs from a rugby injury. X-rays were taken and reviewed by the clinician who determined that the ribs will heal within 6-8 weeks with no surgery required.

Trent was offered a video consultation with the nurse for recovery guidance. During the appointment, the nurse sends him a pdf and video link to download with exercises and pain management to aid recovery. Trent did not require any time off work to 'attend' and instead went to a private office for 10 minutes without any interruption to his day.



LYN recently had invasive surgery and is now recovering at home. To ensure her recovery is on track and reduce the risk of readmission, the nurse schedules a follow up video consultation 2 days later.

Lyn is so happy that she doesn't need to travel to the hospital for this – she's still in a bit of pain and can't drive, meaning her daughter would need to take time off work to help her. After consenting to the nurse to take control of her camera, she views the wound, takes progression photos and is satisfied Lyn is recovering as expected.



TOM, 78 suffers with comorbidities which involve numerous trips to the hospital to see his Rheumatologist. He also cares for his wife, Jean, full time. Jean becomes very agitated when new people come into their home.

Tom is now able to attend many of his appointments virtually, meaning Jean is not affected by nurses visiting or hospital travel and the stress and worry of dealing with his own health is minimised.

