

# Telehealth – delivering virtual care closer to home



## Regional outpatient access to telehealth



Almost **30,000**<sup>1</sup>  
outpatient appointments  
in 2020–21

**125,802**  
appointments  
delivered since 2012



**13,086**<sup>2</sup>  
mental health outpatient  
consultations in 2020–21



Almost **1/3**  
of these appointments at  
a non-WA Health site, e.g.  
community centre or at home

**570%**  
growth since  
2012



**65,515**  
mental health outpatient  
services delivered  
since 2004

In 2020–21, telehealth by  
video conference saved  
WA patients travelling

**40 million kilometres**  
for outpatient appointments<sup>3</sup>

That's to the moon and back  
**52.5 times!**<sup>4</sup>



Fuel savings  
**\$6.6 million**<sup>5</sup>



**7,385 tonnes**  
less CO<sub>2</sub> emissions<sup>6</sup>



or equivalent to planting  
**110,000 trees**<sup>7</sup>

## Emergency Telehealth Service (ETS)



**21,749**  
consultations in 2020–21  
(average 400 a week)



**71%**  
of patients avoided  
transfer



**86**  
emergency  
sites statewide



**135,000**  
consultations since  
ETS began in 2012

## Mental Health Emergency Telehealth Service



**1,764**  
emergency mental health  
consultations in 2020–21



**86**  
emergency mental health  
virtual care sites statewide



**3,000**  
emergency mental health  
consults since 2019

## Emergency Telehealth Service staff education



**1,876**  
staff at 90 sessions  
in 2020–2021



**308**  
staff at  
52 simulations

## Inpatient Telehealth Service (ITS)



**341**  
patients accepted  
in 2020–21



**58**  
inpatient virtual care  
sites statewide



**90%**  
of patients  
avoided transfer



**799**  
patients treated closer  
to home since 2018