

**If you are interested,
let your GP and/or residential
aged care staff know today.**

Western NSW Primary Health Network (WNSW PHN) is one of 31 PHNs that have been tasked with reshaping primary healthcare across the nation.

PHNs work directly with General Practice, other community care providers, secondary care providers, hospitals and the broader community to ensure improved outcomes for patients.



Contact us

**Western NSW Primary Health Network
Telehealth for Residential Aged Care
Facilities (TRAC) Program**



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phn
WESTERN NSW

An Australian Government Initiative



NSW RURAL DOCTORS NETWORK

**Telehealth
for Residential Aged Care
Facilities Program (TRAC)**



**For aged care residents
& their families**

TRAC Program

This is a program to deliver video consultations to residents in Residential Aged Care Facilities to help improve their access to Health Professionals including GPs, Allied Health and Specialist Care Providers. It is co-funded by the NSW Rural Doctors Network (RDN) and the Western NSW Primary Health Network.

What are video consultations?

Video consultations are when you have a consultation with your health service provider using a computer or tablet over the internet, so you will be able to see and hear each other the same as a face-to-face consultation. Your registered or enrolled nurse will be with you when you have your consultation so that they can assist with any questions that you are unable to answer.

Are video consultations available both during and after hours?

Yes, if you become unwell or need assistance outside of their scheduled visiting times, video consultation appointments can be undertaken.

Video consultations may not be appropriate for all consultations. Your GP or Residential Aged Facility Registered Nurse will be able to advise if it suits your situation.

How does a video consultation work?



Instant Communication

The consultation will include both video and audio communication so that you and your health service provider can see and hear each other.



Privacy & Comfort

The video consultation will take place in a private room (this may be your own room).



Personalised Service

The consultation will be carried out the same as if it were a face-to-face consultation.

Who can be present at a consultation?

A registered or enrolled nurse will be with you during your consultation. As with any consultation, you may choose to have a family member with you.

Who will pay for the consultation?

If you have a video consultation with a specialist, rebates are available through Medicare. Your GP will be paid by Western NSW Primary Health Network under the TRAC Program.

This service is **FREE** for Residents.

How will this affect patient privacy?

The same privacy and confidentiality agreements exist for video consultations as they would in a face-to-face medical consultation.

Patient consent and referral processes also function as they would with a regular consultation. Patient health information and medical records will always be kept private. Video consultations will not be recorded.

The benefits of video consultations



Video consultations aim to improve healthcare for residents of aged care facilities by:

- Improving access to GPs outside of normal visiting times.
- Reducing waiting times to see a GP, Allied Health Professionals or Specialists.

This will provide further benefits including:

- Improving access for aged care residents to a wider range of specialists.
- Reducing travel time and minimising time off work for families and carers.
- Enabling residents to have consultations in familiar surroundings.
- Allowing your GP and aged care staff to be involved in your specialist consultations.

