**Presentation title:** Telehealth in Victoria - what, where, who and how

**Abstract** (max. 300 words):

Telehealth can be seen as the panacea to help overcome many health service challenges and this is reflected in current Federal, State and individual health services priorities and funded programs. However, nation-wide, Medicare-billed telehealth activity has plateaued in the past four quarters. This could be somewhat misleading as, in fact, there has been significant investment and commitment to develop telehealth during the past twelve months, across a number of jurisdictions.

In Victoria, 15 health services are currently supported by the DHHS to introduce or expand telehealth access to their Specialist Clinics. A range of service models are being deployed including direct to patients in their homes for routine follow up; screening clinics; case conferencing and second opinion; discharge and handover back to community based care and co-consultations with the local clinician including GP or another local clinician. Existing programs, including between health services, continue to develop – for example to support urgent care and for early stroke intervention.

Although the Victoria telehealth model is not centralised or mandated, there is a drive for some consistency across the State. A DHHS supported Telehealth Victoria Community of Practice has been established to support this and health services all have access to the Healthdirect Video Call web-based video platform.

This presentation will provide an overview and update on the breadth of telehealth activity underway in Victoria – including how to find out more, refer or participate. Case studies will demonstrate the impact of telehealth on participants – patients, families and the wider population, regional clinicians, the tertiary specialist or health service and funders. The case studies will also highlight the challenges currently being faced in implementing such models at scale.

The case studies and challenges presented are not unique to Victoria and this presentation will be of relevance to participants from other jurisdictions.