Media Release

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Aged Care Residents and Their Families Recieve a Virtual Care Christmas Miracle

Aged care residents and their families have been given a virtual care Christmas miracle with Sydney North Health Network's Virtual Care Service (VCS) connecting residential aged care residents with their healthcare providers and families this festive season, no matter the distance.

Using virtual health monitoring technology, an iPad, and safe, secure video communication software, family members are invited to join their elderly relative's health appointments remotely.

Launched after an initial trial, the VCS allows residential aged care home residents in Sydney North region to access their GP and healthcare providers without the need for a face-to-face consult every time. Virtual care technology dramatically reduces the risk of hospitalisation for residents by cutting the wait time involved in securing a face-to-face appointment and promoting care coordination as multiple providers join the same consult. Regular health monitoring helps detect deterioration rapidly and maintain resident wellbeing.

Other than secure video calls, VCS equipment works by capturing vital signs recorded by staff, such as temperature, oxygen saturation, blood pressure, and pulse, which can then be accessed remotely by their GP or Allied Health provider. Assessment of the throat, ears and lung and heart auscultations can also be conducted through virtual care technology.

Brian, a resident at St. Catherine's in Marsfield, said 'Since St. Catherine's enrolled in the SNHN Virtual Care Service, I visit the hospital less when I have a moderate health concern as I see my GP more often. It's amazing that my family can also join the GP video calls. My son feels more informed about my care which helps us both feel more at ease. My son is travelling interstate, so it is comforting to know that he can still be involved while away. It really is a great gift to have in time for Christmas.'

The SNHN virtual care service is available to all residential aged care homes and primary care providers in the Northern Sydney region and is fully funded by Sydney North Health Network.

To find out more about the Virtual Care Service please visit www.snhn.org.au/programs/digital-health/virtual-care-service/

ABOUT: Sydney North Health Network www.snhn.org.au
The Northern Sydney Primary Health Network ran by the Sydney North Health Network – a not-for-profit organisation – is one of 31 Primary Health Networks (PHNs) set up 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 the coordination of their care, so they receive the right care, in the right place, at the right time.

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