



# Telehealth Experiences and Learnings in Primary Care

# He karakia whakatimatanga – Opening karakia

Tūtawa mai i runga

I summon from above

Tūtawa mai i raro

-from below

Tūtawa mai i waho

-from the surrounding environment

Tūtawa mai i roto

and from within

Kia tau ai

The universal vitality and energy

Te mauri tū, Te mauri ora

To infuse and enrich all present.

Ki te katoa

Enriched, unified and blessed

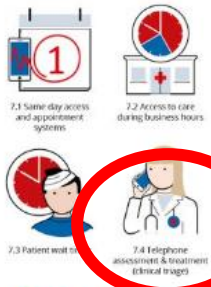
Haumi e. Hui e. Tāiki e!



To help me stay well

When I visit the practice

Health Care Home Model of Care Summary



When I'm unwell



To keep me healthy

# Telehealth Experiences in Primary Care

## Te Hiku Hauora GP Clinic Experience

- What did we do?
- How did we do it?



- Risks and challenges
- Where to from here....

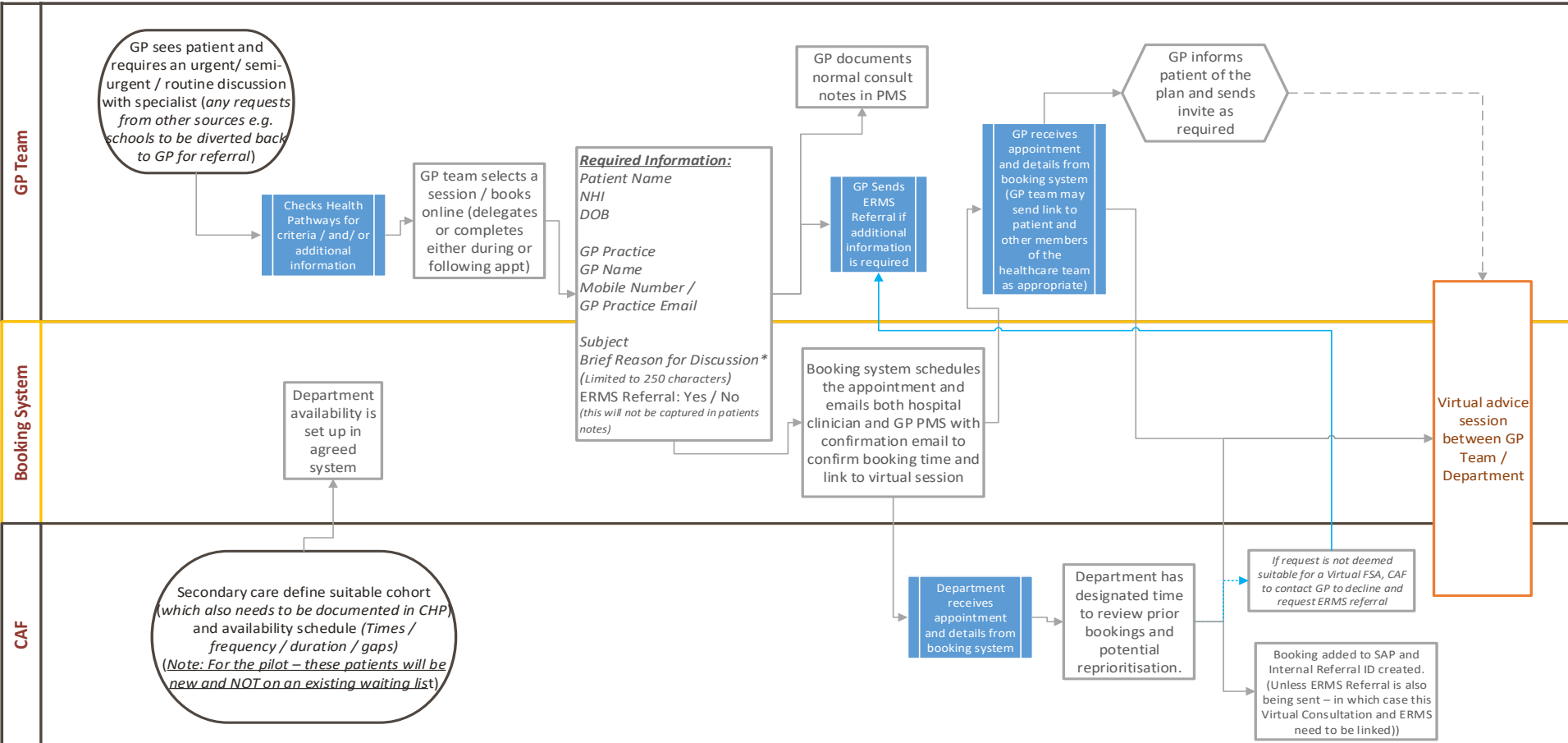
# Integration with Secondary Care

## Kaikoura Health Services Experience

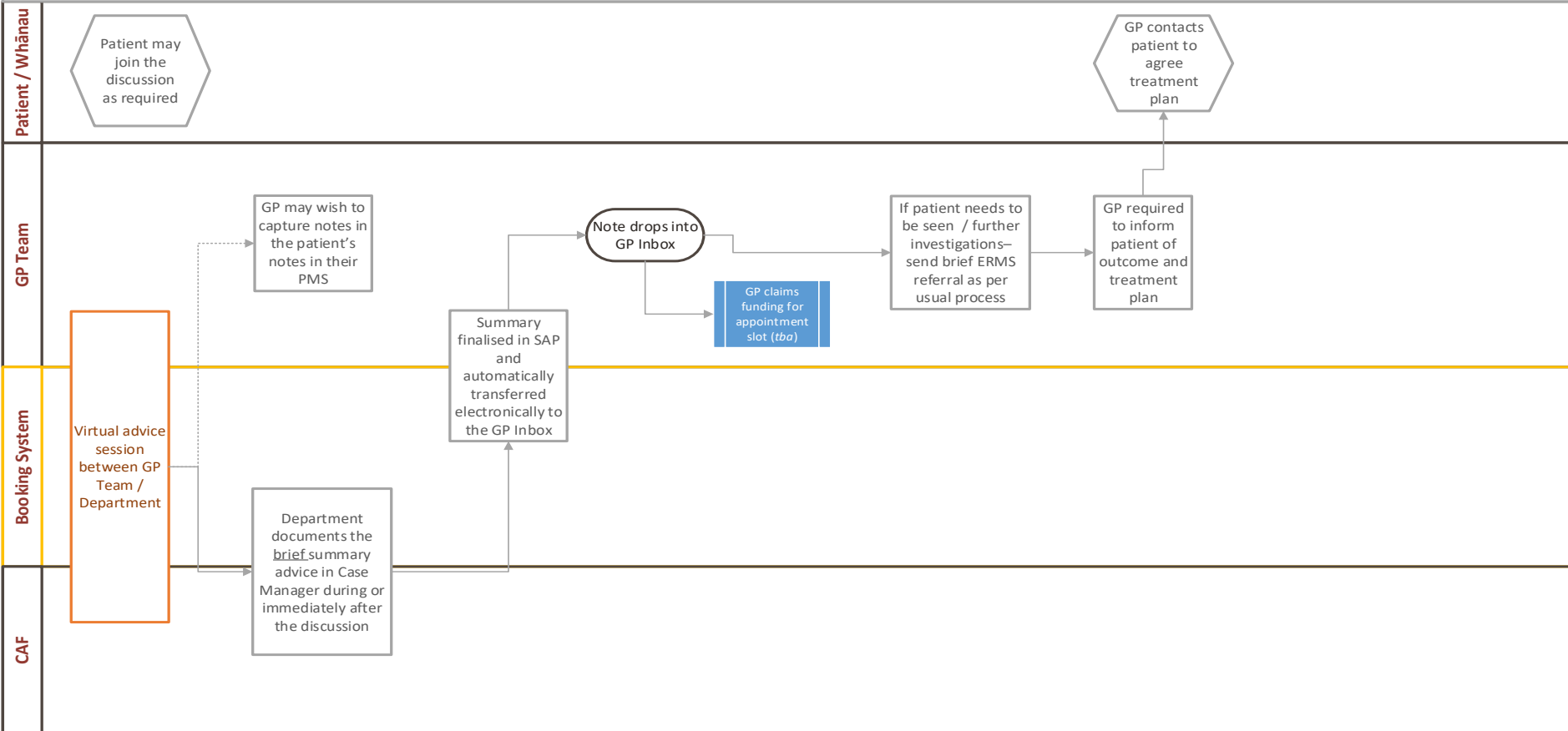
- Reviews with specialist teams
- Advice and support in emergency situations
- Palliative care specialist teams involved with care of patient from a distance
- Enables whanau to be involved without having to take a whole day off work



# Online Clinical Conversations - Canterbury Initiative

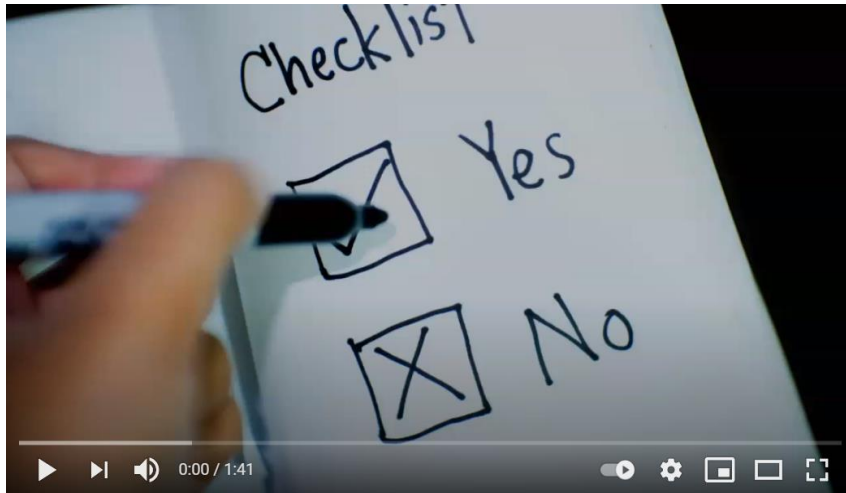


# CAF FSA Virtual Discussion



# Patient Resources

## Health Navigator New Zealand



[Telehealth | Health Navigator NZ](https://www.healthnavigator.org.nz/health-a-z/t/telehealth/)

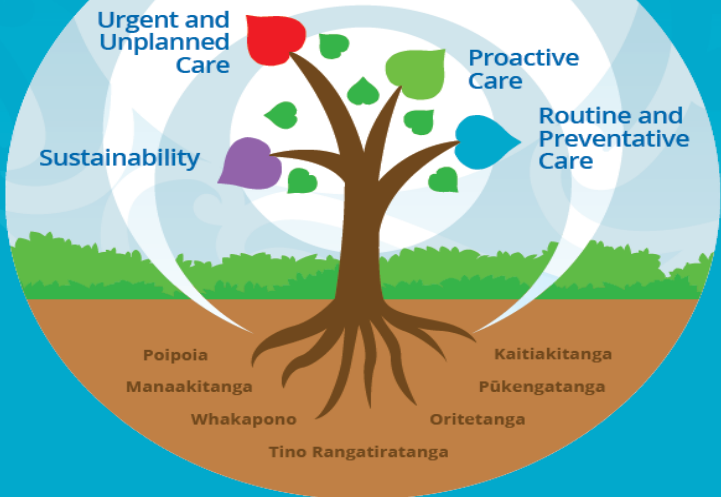
[www.healthnavigator.org.nz/health-a-z/t/telehealth/](https://www.healthnavigator.org.nz/health-a-z/t/telehealth/)





Ko te ora te tūrangawaewae mo te hauora  
Health is founded upon wellbeing

Pae Ora — Healthy Futures



Urgent and Unplanned Care

Proactive Care

Routine and Preventative Care

Sustainability

Building Blocks Model of Care Summary



2.1 Continuous quality improvement



6.3 Clinical and cultural leadership



7.1 Same day access and appointment systems



7.4 Telephone assessment & treatment (clinical triage)



8.1 Opportunities stratification



9.1 Hauora/Wellness plan



10.1 Improving health equity



12.2 Cultural needs



13.1 Alternatives to person consults



14.1 Fully functional portal



15.1 Patient engagement



18.1 Call demand monitored

Suite of Provider Resources:  
[www.healthcarehome.org.nz/telehealth](http://www.healthcarehome.org.nz/telehealth)

For Support Contact: [jess.white@hch.org.nz](mailto:jess.white@hch.org.nz)

# He karakia whakatimatanga – Closing karakia

Kia hora te marino,  
kia whakapapa pounamu te moana,  
kia tere te kārohirohi i mua i tō huarahi.

May peace be widespread,  
May the sea glisten like greenstone  
And may the shimmer of light dance across your path  
and guide you on your way.



For more information visit  
[www.heathcarehome.org.nz](http://www.heathcarehome.org.nz)