

Telehealth – delivering virtual care closer to home

Regional outpatient access to telehealth (video)

In 2023-24 telehealth supported global sustainability by saving Country WA patients:

\$4.56 million in fuel savings¹

4800 tonnes less CO₂ emissions²

Equivalent to planting **71,500 trees**³

37,583⁴ outpatient appointments in 2023-24

20,546 attended at a WA Health site

17,037 attended at home or community site



27,706⁵ mental health consultations in 2023-24

222,308 appointments delivered since 2012

709% growth since 2012



WACHS Command Centre including emergency telehealth services

Emergency Telehealth Service

33,654 consultations in 2023-24 (average 647 a week)

77% of patients avoided transfer

106 emergency sites statewide

225,000+ consultations since ETS began in 2012

Mental Health Emergency Telehealth Service (MHETS)

3,070 emergency mental health consultations in 2023-24

106 emergency mental health virtual care sites statewide

11,025 emergency mental health consults since 2019

Palliative Care Afterhours Telehealth Service (PaCATS)

898 consults in 2023-24 financial year

Available across **106** sites statewide

Inpatient Telehealth Service (ITS)

502 patients accepted in 2023-24

87% of patients avoided transfer

Midwifery and Obstetrics Emergency Telehealth Service (MOETS)

2,695 consultations in 2023-24

Available across **106** sites statewide

78% of patients avoided transfer

Emergency Telehealth Service staff education

1,564 staff at 81 sessions in 2023-24

64 staff at 14 simulations

Inpatient Telehealth Service (ITS)

61 inpatient virtual care sites statewide

2,316 patients treated closer to home since 2018

Note: Distance saved calculations differ from previous years through use of geocoded patient data vs average distance estimates.

1. Based on an annual average fuel price of \$1.89 per litre. | 2. Based on annual distance of 15,000kms a medium size petrol car (7.5L/100km) produces 2.74 tonnes of CO₂ emissions. | 3. Based on 15 trees / tonne of CO₂. | 4. Outpatient appointment data source NADC 2023-24 extracted 18 July 2024. Data reflects service delivery by WACHS and metro health service providers to WACHS patients. Data does not include mental health or community/public health episodes recorded in CHIS. Attended activity only. | 5. Data source: Psolis. Mental health figures include all mental health clinical activity delivered via video conference including clinical activity which may not require the patient to be present.