# Patient outcomes drive telehealth – video transcript

***Jane Kealey***

We created the Hume Telehealth Agency to support new ways of delivering care using technology, to make sure healthcare services got to rural and regional people.

We know people in the Hume region are poorer, older and sicker than the Victorian average and that there is a very low level of digital inclusion.

So it's important to make opportunities for them to attend clinics whether that's at a GP service or at a health service to be able to take part in a telehealth consultation from a specialist.

We have a telehealth cochlear mapping clinic so we can connect the patient to the audiologist in Melbourne using remote computing and video conferencing.

So instead of a patient having to travel down to the city to the Eye and Ear Hospital they can now attend North East Health in Wangaratta.

Using technology to deliver healthcare, it's not only a huge benefit for patients but it's a really rewarding and satisfying part of healthcare delivery for rural clinicians as well.

Developments in digital health have meant a whole lot of new jobs have been created that weren't there before.

And these are required in rural and regional areas as well.

The telehealth ECG service provides and up to date service to all our patients in the region and everybody will benefit, including the visitors.