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Bairnsdale Regional Health Service
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Bairnsdale Regional Health Service uses telemedicine to *improve patient care*

At a glance

Which services?
- Consulting and Professional Services

Which technologies?
- Video conferencing:
- Fixed Screen Cisco SX80 Codec
- Avizia CA700
- Avizia CA700
- Cisco MX300
- Avizia CA700
- Cisco MX300

Which partners?
Cisco

'Telemedicine provides opportunities for our community – doctors have 'eyes' on a patient by controlling a camera. Getting an expert opinion from a specialist in a place as small as ours is just amazing. Geography doesn't matter the same way it did before.'

Therese Tierney, Chief Executive Officer, Bairnsdale Regional Health Service

Why it's important to bring doctors closer to their patients?

Bairnsdale Regional Health Service (BRHS) wanted to use the Internet of Things to serve their community of about 44,000 people to improve patient care. Telemedicine would enable healthcare workers to connect and make real-time decisions and allow patients to access specialists from other regions.

How BRHS uses technology to serve the community?

High-definition, high-quality video cameras on each side allow for quick diagnosis, collaborative treatment, and remote specialist consultation – all translating into better patient outcomes. Patients also utilise their tablets, smart phones or computers to connect with doctors for follow-up appointments.

What telemedicine does for healthcare in the region?

BRHS has improved patient care and standards of healthcare in general. Telemedicine creates a 'personal' patient experience and has increased information exchange and collaboration between BRHS and other healthcare institutions.

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Case study

Bairnsdale Regional Health Service
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'Patients can now access the best medical care without leaving their own communities.'

Rebecca Woodland, Medical Workforce Manager, Bairnsdale Regional Health Services.

Why it's important to bring doctors closer to their patients?

Bairnsdale Regional Health Service (BRHS) wanted to use the Internet of Things to serve their community of about 44,000 people to improve patient care. Telemedicine would enable healthcare workers to connect and make real-time decisions and allow patients to access specialists from other regions.

BRHS provides a sub-regional health care service in far east Victoria, Australia and serves a community stretching over a vast geographical area. The emergency service department attends to 22,000 patients a year and supports smaller regional hospitals like Orbost and Omeo, which is a one and two-hour drive away respectively.

BRHS also provides high-quality healthcare services either at the hospital, in a centre-environment, or at a patient's home. The healthcare provider wanted to find new ways to improve the standards of healthcare they provide to patients. Experts needed to exchange ideas with peers, and pool experience with other health organisations to ensure that patients get the benefit of multiple expert opinions.

Additionally, BRHS wanted to provide consultancy facilities to small, remote hospitals. It took long for doctors to travel to these remote hospitals, which meant that treatment of a patient was often delayed.

How BRHS uses technology to serve the community?

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Within a period of three months, we deployed high-definition, high-quality video cameras at BRHS and other health organisations such as ARV, Omeo, and Orbost hospitals.

BRHS's doctors in the emergency department can now support doctors and patients in outreaching areas in Bostonia through telemedicine. Patients can also virtually connect and draw on the expertise from doctors and specialists in Melbourne which is 280km away and the closest major city to Bairnsdale.

Rebecca Woodland, Medical Workforce Manager at BRHS says, 'Telemedicine is all about bringing the doctor to the patient via their computer phone or iPad. The video cameras create a real-life experience and doctors feel like they're in the room with the patient for the consultation.'

Woodland continues, 'We operate in a service industry, we're here to serve the community. The fact that we can serve more people now is hugely beneficial.'

What telemedicine does for healthcare in the region?

BRHS has improved patient care and standards of healthcare in general. Telemedicine creates a 'personal' patient experience and has increased information exchange and collaboration between BRHS and other healthcare institutions.

To ensure the best care for patients, BRHS is now offering collaborative treatment from experts. A network of surgeons, oncologists, radiotherapists, pathologists, and nurses has been set up to collaborate via telemedicine and exchange ideas, treat a patient and make a diagnosis – all in real-time.

Doctors no longer need to travel to remote hospitals to deliver services. They use video conferencing to consult with patients from BRHS's main hospital, ensuring that often urgent treatment starts immediately.

Video cameras which zoom in-and-out are fitted into ambulances. Agents at the region's ambulance service can now identify the condition of a patient before they're taken to the hospital. The ability to diagnose patients before they arrive at the hospital, improves the efficiency of the emergency ward and minimises risks to patients.

Technology accelerates digital business

'Doctors control high-definition video cameras to zoom in-and-out and look into a patient's ears, they can check heart and pulse rates and even wound care with the use of attachments. That's how good and clear the technology is.'