



Simbani Research
Telehealth, Digital Access, Innovative Remote
Strategy Solutions and Service Development

Telehealth for the bush trial for remote areas

Only 500,000 people live in Australia's most remote locations¹ but they have disproportionate access to health services and consequently, poorer health outcomes. That is, the further away from health services, the poorer the health outcomes.

Evidence indicates there is a lack of access to health services (including allied health) for regional and remote people. There are often long waits to access services, and in some cases, people are unable to access the services they need.

Telehealth may be part of the solution to this long-term problem.

Synapse Medical in collaboration with Simbani Research have been trialling a new model of service delivery for remote areas where there is limited access to services.

Initial Telehealth for the Bush Trials: The initial trial has been in the Northern Territory, in collaboration with experienced local stakeholders and partner organisations. The trial has offered telehealth services to remote communities and people. In one very remote Aboriginal community, 17 health checks were done via telehealth over community Wi-Fi, identifying a number of community members needing further follow up. One cattle producer could not believe they had their very first consultation with a professor at the ripe old age of 50! These initial patient consultations, and others, have been a resounding success so we are looking to expand the trial to include a wider range of remote areas and more services.

How it works: Synapse Medical is a leading Australian MedTech company, that has been providing mobile technologies to help doctors with medical appointments, Medicare billing, and other administrative tasks since 2010.

Synapse has a mobile phone app which is a complete medical billing system known as the **Synapps MBS**. It's a one-of-a-kind app that lets doctors bill to Medicare from their mobile phones, and it connects specialists, GPs and nurses just like Uber connects drivers and riders.

This means we can use the app to connect primary healthcare providers, specialists, and patients for telehealth appointments.



1. Modified Monash Model (MMM) Regions 6 & 7



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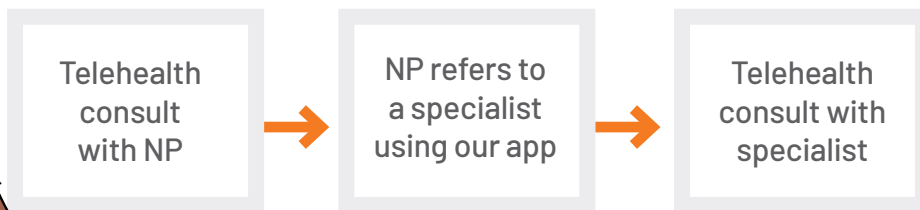
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An untapped part of the primary care workforce is Nurse Practitioners, who are highly qualified Registered Nurses, educated and authorised to work independently. They diagnose and treat patients in collaboration with medical practitioners, and national standards ensure they provide high quality, patient centred care working much like GPs.

Nurse practitioners can:

- ✓ Provide telehealth services in all states and territories in Australia.
- ✓ Provide patient rebates through Medicare.
- ✓ Provide prescriptions and access to PBS medicines.
- ✓ Refer patients to specialists.
- ✓ Order x-rays and diagnostic tests.

**We connect Nurse Practitioners and Specialists,
like Uber connects Drivers and Riders.**



Healthcare delivered to your home.

You will also receive the benefit of Synapse's patient concierge, who will coordinate your care at every step of the way to ensure appointments are made and everything runs smoothly.

In terms of privacy, it is central to everything we do. Synapse is the only ISO certified medical billing provider in Australia, using bank level security across its app and IT infrastructure. Our participating practitioners will also upload your clinical records to your My Health Record account if that is what you would like. Just let us know.

Synapse has nurse practitioners, specialists and allied health practitioners waiting at the end of their app for an appointment with you.

And best of all, all specialist appointments will be bulk billed to Medicare – yes, it's true!

How to access telehealth services now:

If you or members of your family would like further information, or would like to participate in the trial, please contact us using any of the following options:

Email: th4b@synapsemedical.com.au

Call: 1300 510 444

Chat: www.synapsemedical.com.au and click on the blue chat button in the bottom right-hand corner of the home page to start chatting with our wonderful team.

All you need is a phone, and we will get you healthcare.



synapsemedical.com.au