



The Bush Telehealth Trial

Innovative, affordable solutions to deliver telehealth to remote communities

We are inviting specialists to participate in a bush telehealth trial.

It's an opportunity to give something back to remote people and communities, and Aboriginal and Torres Strait Islander communities who are struggling to access healthcare.

Some of our people wait for over a year to see a specialist or allied health professional.

Marianne St Clair, Managing Director and Senior Research Fellow, Simbani Research Pty Ltd

There are no long-term commitments or hassles. You can treat just an occasional patient, or let us help you fill your books. Just tap your app to dip in or out as much or as little as you wish.

The trial is already underway, and our first patients have been amazed at how easy it has been for them to receive specialist care without having to go anywhere.

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

Specialist medical care delivered to your home today.



Telehealth consult with NP



NP refers to a specialist using our app



Telehealth consult with specialist



How it works

1. Remote patients who are unable to access a GP, contact us with a request to have a telehealth consult with a Nurse Practitioner (NP).
2. We ensure our NP, and an appropriate specialist, are connected, to collaborate on the care of the patient.
3. Our NP has a telehealth consult with the patient and bills using the Synapps MBS app.
4. The NP refers the patient to an appropriate collaborating specialist using the in-app referral function in the Synapps MBS app (12-month referral). The NP may also request tests and imaging.
5. The specialist receives the referral via the app and arranges a telehealth consultation with the patient.
6. The specialist bulk bills the patient using the Synapps MBS app.

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.

Benefits

For patients:

- ✓ Access to specialist care without having to go anywhere. Some cattle producers have to drive 9 hours to see a GP!
- ✓ A concierge (Synapse) to walk them through the process, monitor appointments and check on how it's all going.
- ✓ All relevant records are uploaded to *My Health Record* to ensure continuity of care.

For specialists:

- ✓ Access to new referrals. Synapse delivers patients to you via an app notification without you having to do anything. Like an Uber driver, you can accept any referral, or not. A great start for newly minted specialists interested in attracting referrals to treat patients in need of sometimes complex care as well as those with challenging conditions.
- ✓ A sense of purpose and satisfaction. This is a bulk billing (and gapcover if surgery is required and the patient has private insurance) initiative to support remote communities, so you can expect rapid payments.

For Synapse:

- ✓ This project aligns with our corporate social responsibility initiatives. We do not receive any payment from anyone, other than the monthly subscription fee providers pay to use the *Synapps MBS* app. For most providers that will be \$2.30 per day.
- ✓ More providers using our *Synapps MBS* app, most of whom pay less than the cost of a coffee per day to be given patients and a complete, mobile billing solution. The app is **free** for specialists participating in the trial who are not already app users.

Our experienced collaborators are supporting patients with necessary telehealth infrastructure, but we are still in the trial phases of the project so some patients will have better infrastructure and connectivity than others. But what they all share is a palpable excitement and enthusiasm to see if telehealth really can provide access to the healthcare they have been promised for years.

Please contact

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