

Media Release

For 16 February, 2017

New Flying Doctor platform links regional patients with specialists

The Royal Flying Doctor Service (RFDS) Victoria has launched the Flying Doctor Telehealth platform, linking remote and regional patients with specialists providing greater access to health care.

Marking the launch of the Flying Doctor Telehealth Service at Northern District Health Service, Fitzroy Street, Kerang from 11.30am to 1.00pm on Thursday 16 February, donors, patients, health partners, Gannawarra Shire Councillors and The Hon. Peter Walsh came together for a ribbon cutting ceremony.

RFDS Victoria has delivered a diabetes telehealth service since November 2013, connecting diabetes patients in rural Victorian communities with endocrinologists in Melbourne. Last year there were 325 appointments, saving patients hours of travel. The new Flying Doctor Telehealth platform allows for a wider range of services to be provided, for example: Cardiology and Psychiatry.

“The fact that this is available in Kerang means I don’t have to travel hours to see my Endocrinologist. If this service wasn’t available, I wouldn’t go as often and wouldn’t have seen the health improvements I have since linking with Dr Daniel Fineberg my Baker IDI Endocrinologist,” says Flying Doctor Telehealth patient Ron Hick.

The Flying Doctor Telehealth platform offers:

- Varied specialist appointments between city based specialists and regional patients
- Online, easy to use booking system
- User friendly access through a web browser
- Multiple appointments can be held at once
- Supportive concierge service for all users

“Since its inception in 1928 the Royal Flying Doctor Service has leveraged technologies to reach patients throughout Australia with the finest health care. With a legacy of innovation we are proud to launch the Flying Doctor Telehealth platform which is easily accessible through a web browser, requiring no applications or new software to use it. A standard computer, laptop or tablet with a camera, speakers and microphone allows patients to have access to specialists,” says Scott Chapman, RFDS Victoria Chief Executive.

This service is being rolled out in Victoria and may be expanded to other states across Australia.

[View the platform via:](http://flyingdoctortelehealth.org.au) <http://flyingdoctortelehealth.org.au>

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About the RFDS

The Flying Doctors has been voted as Australia's most reputable charity for six years in a row and has been providing aero-medical assistance and primary health care services since 1928. RFDS Victoria delivers air and road patient transport, primary health care programs such as diabetes, mobile eye and dental care and rural women's GP services, as well as raising funds for emergency retrieval across Australia.

Nationally the RFDS comes into contact with over 290,000 patients annually, or more than 800 every day, performs around 37,000 aeromedical evacuations and conducts about 15,000 healthcare clinics per year.