



## Telehealth Experiences in Primary Care

### Te Hiku Hauora GP Clinic Experience

- What did we do?
- How did we do it?



- Risks and challenges
- Where to from here....

## Integration with Secondary Care

### Kaikoura Health Services Experience

- Reviews with specialist teams
- Advice and support in emergency situations
- Palliative care specialist teams involved with care of patient from a distance
- Enables whanau to be involved without having to take a whole day off work



**HEALTH CARE HOME COLLABORATIVE** Building Blocks of Health Care Home

Ko te oranga te tūrangawaewae mo te hauora  
Health is founded upon wellbeing

**Pae Ora — Healthy Futures**

**Building Blocks Model of Care Summary**

2.1 Continuous quality improvement  
6.3 Clinical and cultural excellence  
7.1 Same day access and appointment systems  
7.4 Telephone services to patients in rural and remote areas  
8.1 Opportunities for innovation  
10.1 Improving health equity  
10.2 Cultural needs  
11.1 Alternatives to acute services  
14.1 Fully functional digital  
15.1 Patient engagement  
16.1 Call demand reduction

**Urgent and Unplanned Care**  
**Proactive Care**  
**Routine and Preventative Care**  
**Sustainability**

For more information visit  
[www.healthcarehome.org.nz](http://www.healthcarehome.org.nz)