

BEYOND TELECONSULTATIONS

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Telephone or video consultations usually come to mind when people think about telehealth. There are, however, a range of other telehealth services beyond telephone and video consultations. Many of these services are a provider-to-provider model-of-care, as opposed to a provider-to-patient model-of-care.

PROJECT ECHO is one such service.



Project ECHO is a structured telementoring program that is delivered by a specialist team to a group of primary care providers. The aim is to increase the capacity of local providers to manage patients locally.

Project ECHO sessions are delivered via video in a hub-and-spoke model, by an accredited replication partner who delivers the session to the model developed by the University of New Mexico.

ECHO sessions involve a lecture and participants presenting real (anonymized) cases to the specialists—and each other—for discussion and recommendations.



These sessions are typically disease condition specific. The “sweet spot” for an ECHO program is a topic that requires guided practice and ongoing mentoring, particularly areas where other forms of training or capacity building fall short. ECHO sessions are free to attend and anyone can attend a session from any replication partner.



More information about the ECHO model is available at <https://projectecho.unm.edu/model/>.

ECHO provider	Topic Areas for ECHO sessions
The University of Queensland	https://uqecho.org/
Queensland Health	https://www.echo.qld.gov.au/join-an-echo#section__current-networks
Western Victoria PHN	https://westvicphn.com.au/events-education/project-echo/
Liverpool Hospital	https://www.gastroliverpool.com.au/project-echo.html

eConsults are an asynchronous provider-to-provider consultation service, involving a primary carer sending a question to a specialist. The aim is to avoid unnecessary face-to-face appointments and improve the timely access of care. Queensland Health run several eConsults services (paediatric dermatology, wound care, diabetes and endocrinology and ophthalmology). Contact the Telehealth co-ordinator at your local HHS for information on enrolling in eConsult services.



Tele-Derm is an store-and-forward teledermatology service with dermatology, vascular surgery and plastic surgery consultants. Tele-Derm is funded by the Commonwealth Department of Health. Tele-Derm is free to ACRRM members and all rural doctors (MM3 to MM7). A provider submits a case via a web-page but first needs to enrol at <https://www.acrrm.org.au/resources/digital-health/tele-derm>.