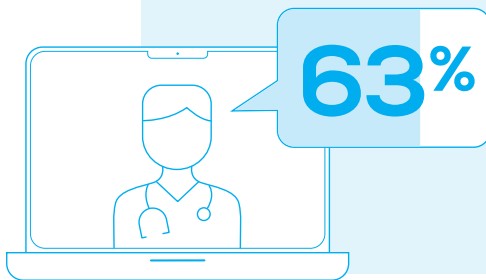


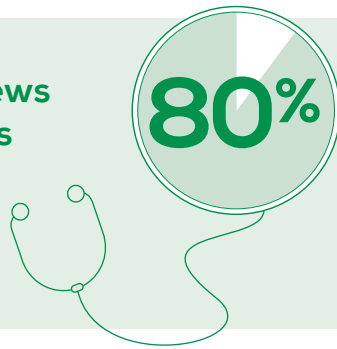
COVID-19 AND THE FUTURE OF TELEHEALTH

Key insights from the TKW Research survey of 305 Australian healthcare professionals conducted from 23–30 August 2020

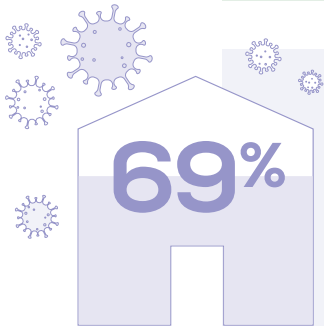


63% of Victorian healthcare professionals are using telehealth services more since the second COVID-19 outbreak in Victoria.

There are mixed views on the effectiveness of telehealth.



80% feel there is potential for misdiagnosis and 65% are concerned about being able to provide appropriate treatments.



69% agree that telehealth provides a safe environment for patients, while 13% say telehealth could form a significant part of healthcare services in the future and 21% believe it can be effective for certain patients and conditions.



12% were concerned about the technology and resources required for telehealth to be effective.

There were some comments around litigation, financial and regulatory issues that would need to be rectified or controlled if telehealth was to see increased uptake.

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