



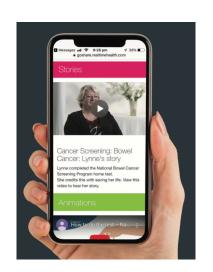
Overview

- 1. Digital patient education
 - Background
 - Telehealth
 - Patient engagement
- 2. Case study: Western Sydney Diabetes





Patient stories



Apps

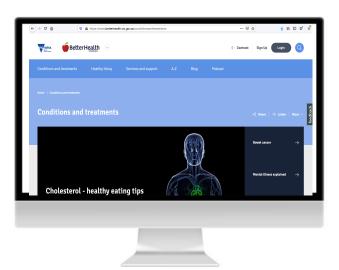


Animations





Videos



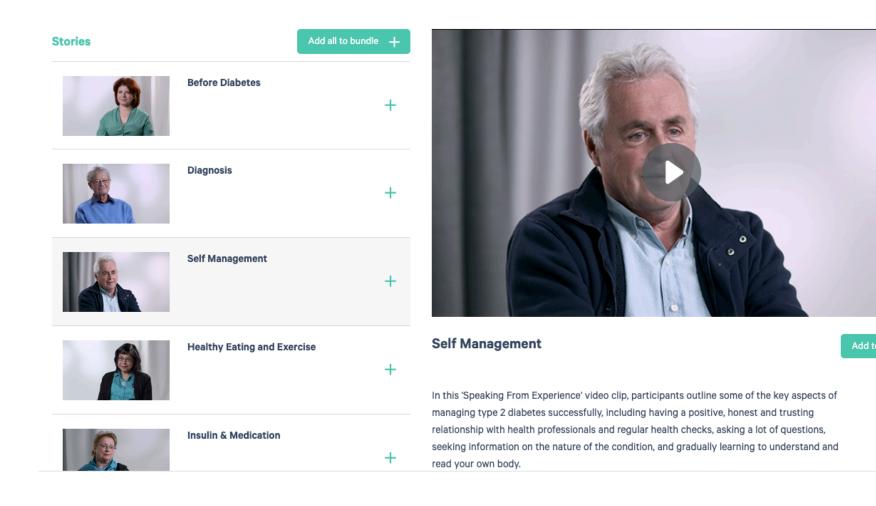
Links to websites / local support



Fact sheets



Patient engagement

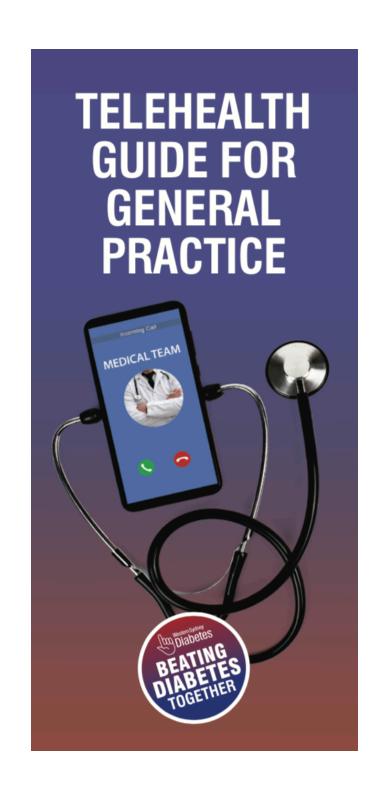


Narrative communication

Tailored/customised resources

Accessible





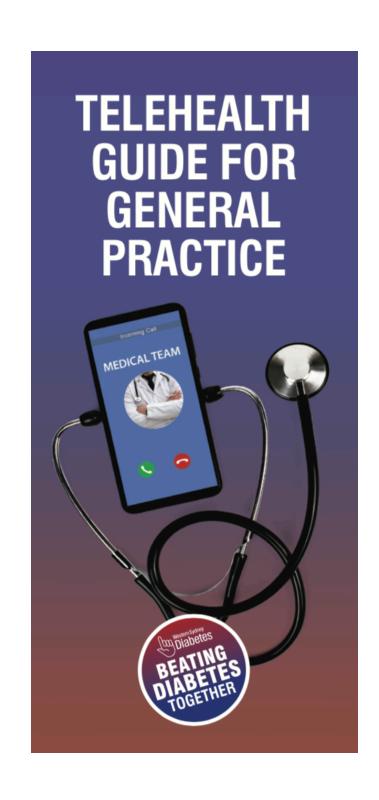
Case study: Western Sydney Diabetes

Telehealth consultation

- Important role of admin staff supporting patient and GP prior to consult
- During consult 3-4 people at WSD / patient + others
- Focus on clinical needs and patient education







Case study: Western Sydney Diabetes

Digital patient education

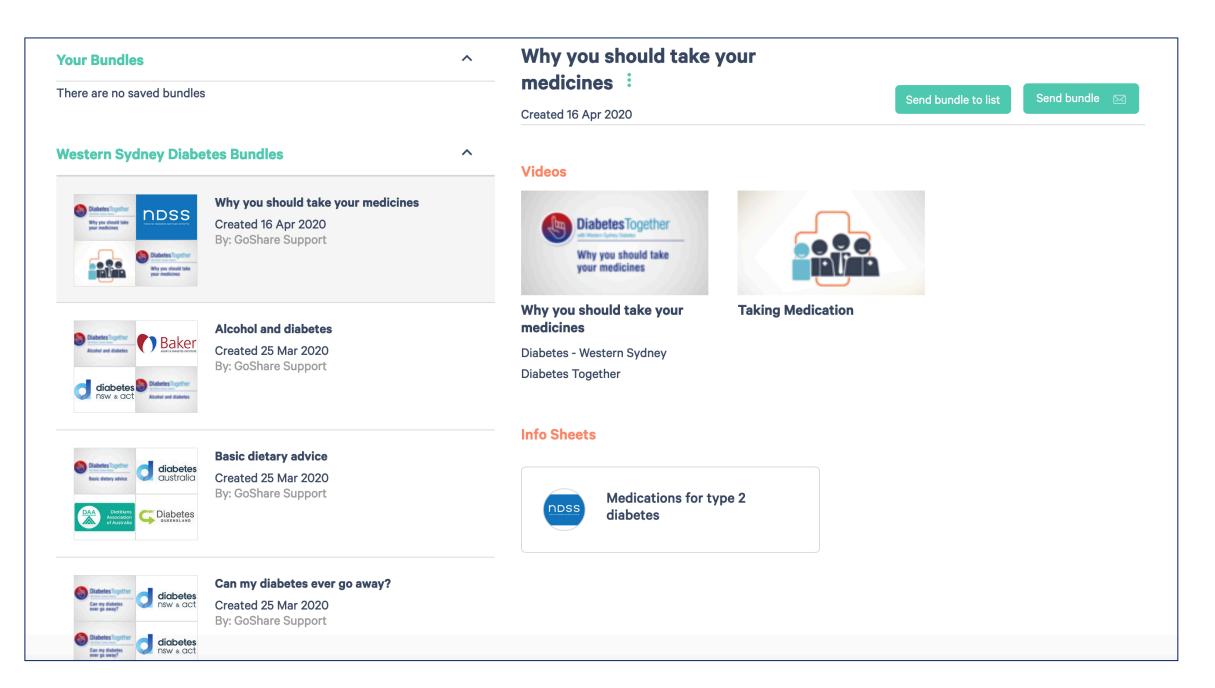
- 75 pre-packaged content bundles
- Ask the patient 'what would you most like to know about?'
- Schedule the bundles to be sent over time
- Timely, tailored, measurable



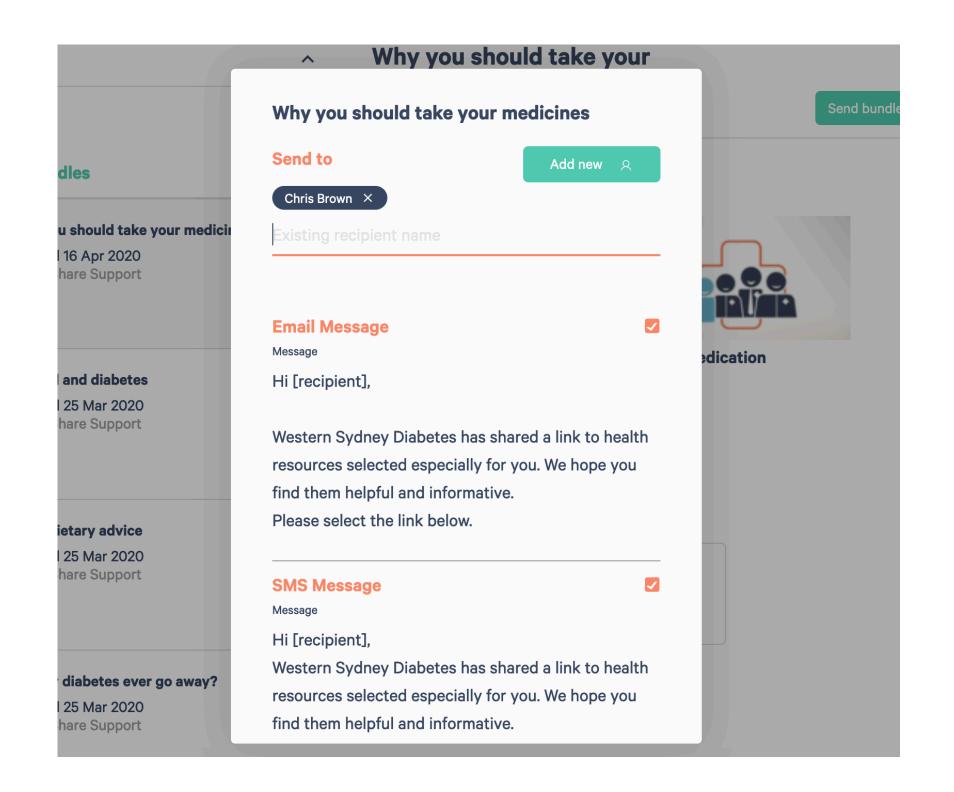




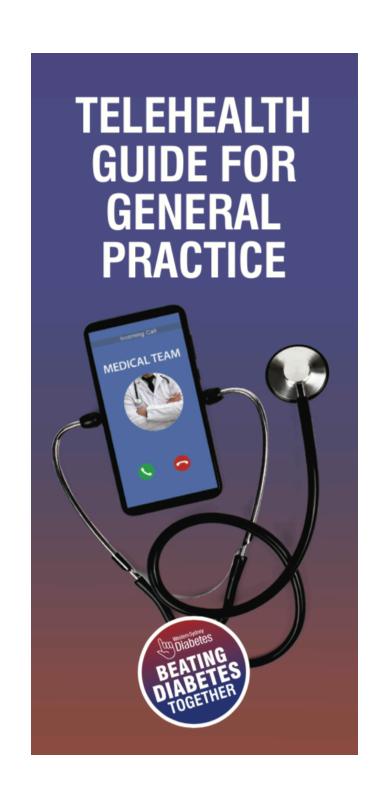
• 2-3 items per bundle











Case study: Western Sydney Diabetes

- 6 weeks: 180 content bundles sent
- 101 opened (56%)
- 72 items viewed (71%)



For more information:

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