Research Survey: Can we use the Internet and webcams to improve outpatient care and support?

- Improve communication, continuity of care and family involvement
- Reduce family travel, time and cost
- Reduce family disruption

What is the survey about?
Can the family home computer and Internet connection be used to supplement in-person outpatient visits?
- Replacing some visits with video over Internet links between the hospital and the family home
  - Savings for families (time, time-off work and out-of-pocket expenses)
  - Saving the health service (travel support)
- Allowing family members unable to attend outpatients in-person to link in from the family home using video over Internet links

Part of ongoing research
Banksia in collaboration with the University of Queensland Centre for Online Health has been investigating the use of the Internet to support patients and their family. This can provide, amongst other functions, VIDEOTELEPHONY - direct audio and video communication between staff in the hospital and family members at home.

How does it work?
Video over Internet technology uses the family home computer, Internet connection (dial-up or broadband), a web cam (supplied to families free of charge) and software used to make a secure/private link to the hospital (VPN)

Who should complete the survey?
Any family receiving care form the Royal Children’s Hospital, Banksia Outpatient Department

Please complete your survey today!