

## E-healthcare Services in the Age of Technological Revolution

One of the readings of week 13 focused on the innovative E-mental health strategy formulated by the Australian government for the benefit of mental health patients in Australia. This strategy encompasses service providers who offer online consultations and telephone crisis support services in the field of mental health (Department of Health and Ageing, 2012). Until now, mental health practitioners offering online services did not know how to reach out to people in distress. However, the E-mental health initiative by the government has served to connect these practitioners along with mental health patients in a structured environment so that patients can access these services conveniently and securely.

With the rising numbers of mental health patients in Australia, it is becoming increasingly important to formulate extensive strategies to reach out and help these people overcome their issues. E-mental health is a brilliant initiative by the Australian government to connect mental health service providers with patients undergoing various episodes of depression and anxiety. It enables people undergoing stressors to feel comfortable at their own homes and open up with their care provider regarding the issues in their lives. This strategy has increased the reach of the government to people suffering from mental health conditions in its bid to reduce the prevalence of mental health disorders in the Australian population.

A position statement released by the Royal Australian and New Zealand College of Psychiatrists (2019) has listed several benefits of the E-mental health initiative by the Australian government. A few of them are improving efficiency of the treatment process, providing equitable access to care, and improving continuity of care. Continuity of care is very important in the treatment of mental health conditions as mental health recovery is an elaborate process that spans several months to years. Due to difficulty in accessing mental health services, many patients may drop out after the first few sessions leaving their treatment incomplete. This will affect the quality of life of the patients and interfere with the objective of ensuring complete recovery for all mental health patients. In such a scenario, provision of telehealth services and online consultations by the Australian government is a major step in ensuring that every patient has access to quality healthcare services.

### References

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