

Benefits

RANGATIRATANGA

KEY BENEFITS:

TIME, ECONOMIC SAVINGS,
ENABLING ~~TE~~ TINO RANGATIRATANGA
+ IMPROVED SAFETY FROM COVID

TELEHEALTH MINIMISED
TIME SPENT. THIS WAS
PARTICULARLY USEFUL FOR
PEOPLE WORKING LONG HOURS,
HAD LENGTHY TRAVEL, OR HAD
YOUNG CHILDREN TO MIND.

TELEHEALTH WAS
SELF DRIVEN
PATIENTS COULD
FEEL IN CHARGE +
HAVE THEIR NEEDS
MET - EXERCISING
TINO RANGATIRATANGA

TELEHEALTH
ENABLED AN
INCREASED LEVEL
OF PRIVACY AND
CONFIDENTIALITY

WE COULD LIVE WHEREVER
WE WANTED AND STILL GET
CONSULTS FROM PEOPLE WE
WANT TO. IE: MĀORI DOCTORS.

FINALLY...

A WAHINE MĀORI DOCTOR CALLED ME
SHE WAS CARING,
THERE WAS AROHA
IN HER TONE. IT WAS
THE FIRST TIME
SOMEONE HAD HEARD ME.

MĀORI WHĀNAU HAVE
PREVIOUSLY DESCRIBED
HEALTHCARE AS
INACCESSIBLE
DUE TO FINANCIAL COST,
TRANSPORTATION ISSUES
+ OTHER OBSTACLES
SUCH AS
CHILDCARE

WITH COVID LOCKDOWNS
CAME TELEHEALTH GP CLINICS
WITH THE POTENTIAL TO REDUCE,
IF NOT ELIMINATE, THE
PRACTICAL BARRIERS
FOR WHĀNAU.

A KAUPAPA MĀORI STUDY WAS CARRIED OUT
WITH 14 PARTICIPANTS
EMPLOYING TE REO • TIKANGA AND
WHANAUNGATANGA

5

MĀORI
HEALTH
PROFESSIONALS

6

MĀORI
TELEHEALTH
PATIENTS

6

MĀORI
IN-CLINIC
PATIENTS

REDUCING HEALTHCARE INEQUITIES FOR MĀORI USING TELEHEALTH DURING COVID-19

Suggested Improvements MANA ENHANCING

WEBSITES
THAT TALK
MY
LANGUAGE

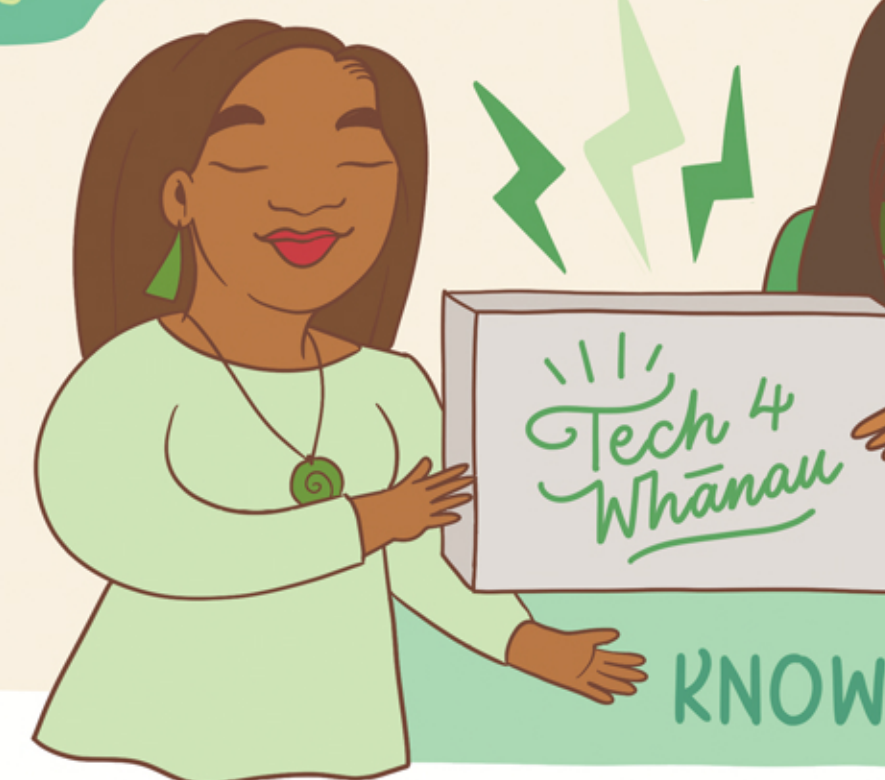
RANOHI KI TE RANOHI
GIVING PATIENTS OPTIONS-
LIKE VIDEO CALLS

A SENSE OF CONNECTION:
PATIENTS RECOMMENDED
TRAINING IN BUILDING ONLINE
RAPPORT.

IT TAKES TIME
TO DEVELOP
TRUST



THE SHARING OF INFO IN REAL TIME
ACROSS THE HEALTHCARE SYSTEM REMOVES
PRE-EXISTING BARRIERS CREATED BY
ORGANISATIONAL HEALTHCARE SILOS



ACCESS TO TECH,
DEVICES, AND
KNOWLEDGE ABOUT THEIR USE

DOCTORS 'TERMS' WERE
DIFFICULT TO FOLLOW
AND UNDERSTAND WITHOUT
NON-VERBAL COMMUNICATION

SOME RUIA+RAUMATUA
DON'T EVEN HAVE
MOBILE PHONES

HEALTH LITERACY

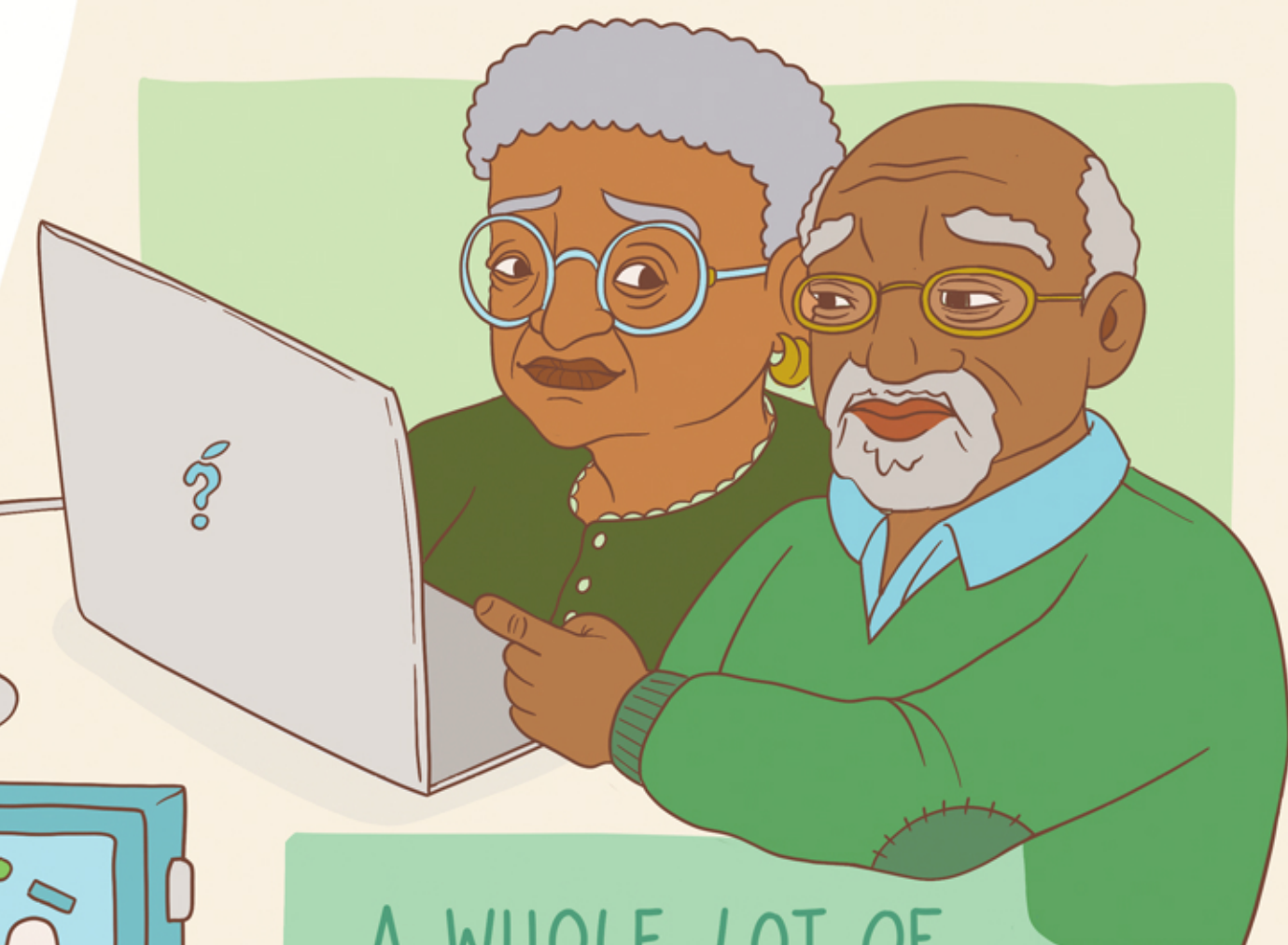
ARE WE
UNDERSTOOD
BY OUR
PATIENTS?

WHĀNĀU OFTEN DIDN'T HAVE A
THERMOMETER AT HOME + WEREN'T
TRAINED TO TAKE THEIR OWN TEMPERATURE



THERE WAS NO
FOCUS ON MY ACTUAL
SICKNESS
AT THE CLINIC
ALL THE DOCTOR
WANTED TO KNOW
WAS
DO YOU HAVE COVID?

A WHOLE LOT OF
OUR PEOPLE AREN'T
COMPUTER LITERATE



Challenges

TIKANGA A AUKATI (UNFAIR PRACTICES)

