

## **Improving your practice with Better Access's new Telehealth options**

*Warren is a 58 year old male, married to Karen (55). They have three children aged 22, 20 and 18.*

Warren and Karen own and manage a high profile hotel/motel in a rural town. Both were born and grew up in the town and have a large extended family that also lives in the area. Warren's work hours are usually 5.30am until 10pm, seven days a week. Lately he has been finding it difficult to get through the day and has asked Karen to cover for him during the early afternoon so he can have a break. On this break he usually sleeps.

Bookings in the motel have slowed in the last six months and Warren is feeling the financial strain. Feeling frustrated with financial stress, he has been drinking more often when he finishes work. However, when he goes to bed about 11.30 pm, he finds himself waking up around 3.30 am and can't get back to sleep. His disturbed sleep is making him increasingly tired during the day.

Karen has also noticed Warren has been snappy and short tempered lately. She suggested that he goes to see their family GP. Until recently Warren dismissed the idea, but in the last week decided that perhaps he should.

Warren made an appointment with his GP and when he explained his symptoms, the GP suggested he may be depressed. The GP recommended that Warren seek some psychological services under a mental health plan.

Warren was not open to this idea as he did not want people in town knowing anything about his mental health. He was concerned that it might affect his status in the local community. Warren is also concerned that consultations will take up too much of his time and he doesn't have the time to travel to the services the GP has suggested that are 50 kilometres away.