



Telehealth is a healthcare appointment over the phone or by video call (on smart phones or computer). Telehealth appointments can be provided by GPs; specialists and physicians; nurse practitioners, some midwives and allied health practitioners.

Benefits of using telehealth

- Using telehealth may be the best option if you can't easily attend an appointment
- It can save long travel times for many people living in rural and remote areas
- It can make it easier to see a health practitioner if you are unwell or find it difficult to visit a clinic
- Your consent is required for your health practitioner to provide a telehealth appointment
- Telehealth may be a phone call or a video call. You can use our phone or a computer.
- You can ask for a telehealth appointment when you ring to make an appointment
- The health practitioner will ring you at the agreed appointment time

Your health practitioner may suggest a telehealth appointment

- If you only require a routine appointment (eg a repeat prescription)
- If you are unable to attend the clinic face to face
- To make it easier for you to access an appointment
- If you have or been potentially exposed to infection (eg Flu / COVID 19)

Your health practitioner may recommend a face-to-face appointment if

- You need a physical examination to assess or review your condition or to determine if need a new medication or (medical/pathology test)
- You need a treatment provided by the health practitioner that cant be done at home
- You need routine monitoring (eg blood pressure) and do not have a home device
- It has been more than 6-12 months since your last prescription (for a review)
- You are starting a new treatment related to your current/ongoing health condition
- You are concerned or worried and would prefer to see the health practitioner face-to-face

Through a telehealth appointment your health practitioner can

- Provide safe, effective healthcare via telehealth just as they would in a face-to-face appointment
- Assess your health condition and health care needs, mindful of the limitations of telehealth
- Make follow up appointments and referrals as agreed
- Complete prescriptions for medicines (and send them to your smart phone, email to a pharmacist or arrange for you to collect)
- Complete medical (pathology) test forms (and email them to your agreed pathology or imaging centre or arrange for you to collect)
- Charge you or bulk bill you for the telehealth appointment

You have a right to privacy during your telehealth appointment

- Talk to your health practitioner at the beginning of your appointment or when you make your appointment to be sure your privacy is protected
- Try to find a private, quiet room/space in your home for your appointment
- You have a right to request residential facility staff give you privacy
- You can have a carer, family member or friend support you during your appointment