



What does it cost?

- There may be some fees. Speak to your nurse, doctor or health professional about this.
- Appointments may be bulk-billed, just like a regular doctor's visit.



Telehealth may not be suitable for all appointments.

If you have any questions or feedback about telehealth, talk to your facility nurse or support staff.

What if I'm not happy with the telehealth appointment?

- You are free to stop a telehealth appointment at any time.
- Ask the nurse to arrange a face-to-face appointment.
- Talk to a senior nurse or health worker.
- A relative or friend may give feedback for you.

**Do you need an interpreter?
Please let your facility know.**



This sheet has basic information about telehealth consultations; it is not intended to provide health advice.



YOUR GUIDE TO TELEHEALTH

- ✓ **What it is**
- ✓ **The benefits**
- ✓ **How it works**
- ✓ **What happens**
- ✓ **Costs involved**
- ✓ **Privacy**

WHAT IS TELEHEALTH?



Telehealth is an appointment with your doctor or other health professional using a phone, tablet or

What are the benefits of telehealth?

- Convenient access from anywhere, eliminating the need for travel
- Ability for family members or caregivers to participate in appointments
- Comfortable and relaxed way to consult with specialists
- Allows for GP involvement in healthcare management
- Complements, but does not replace, in-person visits
- Ideal for simple check-ups or family meetings with healthcare professional



What can I expect to happen?



- Your facility will make the appointment
- Your support person and or family can be present if you wish
- The nurse will be with you to set up and call the doctor or health professional
- Like a normal appointment, you can see and talk to the doctor or health professional
- Try to look right at the screen while talking
- You will be asked if you are happy to do the appointment
- You will be asked to say your name and date of birth
- The nurse may do examinations as part of the appointment
- The staff will help where needed after the appointment



What about privacy considerations?

- Privacy is very important and there are laws and rules in place to make sure your privacy is respected
- All healthcare organisations and professionals work within strict rules to protect your personal information
- The video and phone connections are secure

