

TELEHEALTH

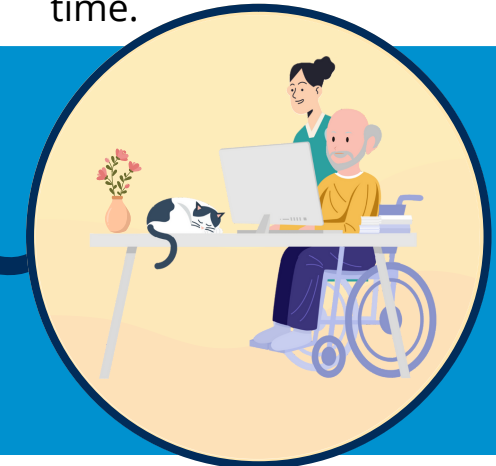
IN RESIDENTIAL AGED CARE



Talk to a doctor or health professional, from a different location, using a phone, tablet or computer.

How will it work?

- 1 The nurse will make an appointment.
- 2 A computer, tablet or phone will be set up to call the doctor or health professional.
- 3 The nurse or facility staff member will make the phone call and stay to help.
- 4 Like a normal appointment, you can see and talk to the doctor or health professional.
- 5 With your healthcare professional, next steps can be discussed and planned together.



What are the benefits?

- ✓ Get health care when and where you need it.
- ✓ No need to travel.
- ✓ Faster appointment.
- ✓ Easier for family and carers.
- ✓ Relaxed way to see specialists and involve the GP.
- ✓ Great for simple check-ups or family meetings with the GP.
- * Telehealth may not be suited to all appointments, all the time.

Questions to ask staff

- How long will it take?
- Where and when will it be?
- What is the appointment for?
- Is my support person available?
- Is telehealth the best for me?

Your privacy

- Australian standards protect your rights and privacy.
- The rules for telehealth are the same as a normal doctor visit.

Please note telehealth will not suit all appointments. Unsure if telehealth is for you? Read the question-and-answer sheet or ask the staff for more details.