



# Telehealth and Health Services



## WHAT IS TELEHEALTH

Telehealth consultations provide patients with a consultation through videocall, telephone, or on line chat instead of face to face.

Telehealth services can include:

- Diagnosis
- Treatment
- Prevention
- Prescription management
- Work medical certificates

## WHO CAN PROVIDE TELEHEALTH

A range of healthcare providers can now provide telehealth services to patients. These include:

- general practitioners (GPs)
- specialists and consultant physicians
- allied health providers
- mental health professionals
- nurse practitioners
- online telehealth consultation services for example:
  - Instant Consult
  - GP2U Telehealth Australia
  - Doctoroo
  - iCliniq
  - Docto Online Hospital

## HOW DOES IT WORK

- Book an appointment
- You should receive all the information you need to set up prior to your appointment
- You may need to pay in advance
- If a video call there is likely to be a link for you to click at your appointment time or shortly before.
- You might need to find yourself a quiet space
- You might be asked for ID and consent
- You may need to consent to bulk billing
- Discuss your medical needs
- A prescription, referral or medical certificate may be provided. (if applicable)
- End call



### **WHAT YOU NEED:**

You will need good internet connection for your smart phone, computer or tablet device. You will also need a web-camera, speakers and a microphone if they are not already part of your device. You will need a quiet, well lit space where you will not be disturbed.

### **BULK BILLING AND COST**

The Commonwealth Government ended Medicare rebates and bulk billing for Telehealth GP Consults from July 2020. Under current COVID-19 health measures, only GP Clinics that have seen a patient face to face within the past 12 months are eligible to claim Medicare rebates for telehealth consultations. You may be eligible to Redeem a Benefit using your insurance policy or employer issued voucher code.

Cost will vary from GP to GP as per their pricing schedule.  
Telehealth consultation services – price varies but can range from \$40 up

### **SECURITY**

- It is each doctor's responsibility to ensure that telehealth delivery systems are adequate.
- Patients must be advised of, and consent to, how their personal details will be collected, stored and used.
- Transmitting audio and visual information separately increases security. Mute video and talk by phone.
- Telehealth technology uses encryption to protect your privacy and create a secure environment for communicating. Encryption makes your data unreadable to anyone else on the internet.
- Do not communicate specific health information in text messages.
- Use firewalls and current anti-virus and anti-malware software



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## Book a 1-on-1 appointment

If you require 1-on-1 tutoring, technical support or a security check performed on your devices, please call our office on 03 9596 4547 or email [bookings@stayintouch.net.au](mailto:bookings@stayintouch.net.au) to book an in-home or remote appointment with one of our friendly staff.