



Telehealth Information for patients

What is Telehealth?

Telehealth uses video cameras and computer screens to connect you to specialists and doctors through videoconferencing technology.

It means you don't need to travel away from your community to receive care so it is quicker and less complicated than an in-person visit. You will be able to see, hear and talk to a specialist over videoconferencing.

How does a Telehealth appointment work?

A Telehealth appointment is just like a normal medical appointment, only the specialist you will be seeing and speaking with is on a computer screen.

Before your appointment begins, the specialist will have received relevant information e.g referral letter, test results (just like a normal appointment) about you from your Health Service. However, you may be asked to bring along this information with you.

Your Aboriginal Health Worker, Doctor or Nurse will be with you during your consultation.

The videoconference connection is made with the specialist and the consult begins in the usual manner with introductions and then a discussion of your health issues and advice on treatment solutions.

The Aboriginal Health Worker, Doctor or Nurse in the room with you may do some physical examinations if instructed by the specialist. They will also organise any further tests if you require them, altered or new medications and referral to other healthcare providers as necessary.

Is there a cost for a Telehealth appointment?

Medicare provides a rebate to your Aboriginal Health Worker, Doctor or Nurse for a Telehealth consultation – just like a normal consultation. The specialist or doctor that you are seeing by Telehealth technology will also get paid by Medicare for the consultation. There is NO extra cost for this type of consultation.

What about privacy?

Your Telehealth visit will be private and confidential, like all consultations at your Health Service. It can only be seen and heard by your Aboriginal Health Worker, Doctor or Nurse and the specialist conducting/ attending via Telehealth.

Your Doctor may want to continue the Telehealth consultation when you leave the room to ask the specialist any questions and confirm details of further treatment. Don't be concerned if this happens after you finish your Telehealth consultation.

Telehealth is just like a normal appointment, so if you have any questions about your telehealth consultations please ask.