About telehealth appointments

# What is a telehealth appointment?

A telehealth appointment is a video call where you will see and talk to your specialist. Telehealth gives you access to health care over a distance using your smart phone, computer or tablet. Your specialist will not be able to physically examine you but will see you and talk with you about your health. You are welcome to have a family member or carer in the call with you.

# Why is my appointment a telehealth appointment?

Your specialist will help decide if a telehealth appointment is right for you. You can always choose to have a face-to-face appointment if you prefer.

# Why use telehealth?

You might find it easier to come to a telehealth appointment than a face-to-face appointment. It might be a good option if you:

Live in a rural or remote area

Live interstate

Have difficulty getting to appointments due to transport or reduced mobility.

# What if I can’t come to my appointment?

Please tell us as soon as possible if you cannot come. You can contact us to cancel or to make a new appointment time. We can give your appointment time to someone else who can come. This helps us reduce waiting times for everyone. If you do not come to two appointments and do not tell us beforehand, you will not be given another appointment. You will need a new referral.

# What do I need for a telehealth appointment?

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.

# How will I know what to do?

We will give you instructions to explain what you need to do. You can do a test call before your appointment to make sure everything is working.

# What if I need an interpreter?

Please tell us if you need an interpreter and we can provide one for your appointment. There is no cost to you if you have a current Medicare card.

# Will I need to pay for my appointment?

Patients with a current Medicare card do not need to pay. If you do not have a Medicare Card or you are an overseas visitor, please tell us as you will need to pay for your appointment.

We will share information about your care with your General Practitioner (GP) or family doctor, and other health professionals involved in your care.