

TELEHEALTH FAQs

1. What is Telehealth?

Telehealth is a convenient way to consult with your GP without travelling to their practice. You can access healthcare from the comfort of home. Telehealth uses either telephone or video consultation.

2. Benefits of Telehealth Consultations

- Easy access to a medical practitioner
- Reduced waiting time for a medical practitioner
- Reduced travel time and costs
- Reduced absence from work

3. When can I ask for a Telehealth appointment?

A Telehealth appointment can be scheduled with a GP who has provided care and knows your medical history and needs. You must have seen the same GP at least once for a face to face service in the last 12 months or seen a GP at the same practice for a face to face service during the same period. Those under the age of 12 months or experiencing homelessness can see a GP via telehealth at any time.

A telephone or video consultation can be scheduled if the consultation is considered safe and suitable.

Always in case of an emergency, dial 000 for help.

4. What can I use a Telehealth service for?

- Routine chronic condition check-ups
- Medical certificates or issuing repeat prescriptions for medicines and arranging for prescriptions to be sent directly to your pharmacy for collection or delivery
- Mental health consultations, counselling and similar services
- Referrals to specialists
- Common coughs and cold symptoms



5. What happens at a telephone or video Telehealth appointment?

At the start, the GP will introduce themselves and you will be asked some identifying questions such as your name, address, and date of birth to confirm the right patient and right health records are present.

The GP will then speak with you and ask questions in the same way as they would at a face to face consultation.

As with a face to face appointment, your spouse, partner, family or friend may accompany you if you wish. If you are under the age of 17 years, a parent or guardian must be present at all times.

6. How private is a telephone or video Telehealth appointment?

The same privacy and confidentiality requirements that apply to face to face consultations apply to telephone and video Telehealth consultations.

7. What if I need to be examined?

The doctor is unable to examine you during a Telehealth consultation. Sometimes, safe care can only be provided if an examination is conducted. Under these circumstances the GP will inform you of this and discuss the next steps.

8. How much will it cost?

Telehealth appointments are bulk billed for Commonwealth concession card holders, children under 16, and patients vulnerable to COVID-19 (diagnosed chronic conditions).

For your next GP appointment ask for a Telehealth GP appointment.