

## Telehealth Patient Information Sheet

### Your TeleHealth Appointment

Your doctor has made an appointment for you to see a specialist who is not located near you.

You will meet using videoconference technology to connect you both so that you will not have to leave your home community. This will reduce the time, cost and stress associated with travelling to an appointment.

### Your Privacy is Important...

Your doctor knows that your personal health information is important to you and must be protected. Personal health information is any information that can identify you and link you to health care services you receive. Your doctor uses your personal health information when referring you to a specialist for your telehealth consultation. Your doctor will not give this information to anyone other than those involved in your care without your approval, unless required to do so by law.



By agreeing to a telehealth consultation, you give permission to your doctor to release the relevant aspects of your personal health information to those involved with your care. You can withdraw your permission at any time before or even during your telehealth appointment.

Your doctor uses a variety of physical, administrative and technical methods to protect your personal health information.

You have the right to see your personal health information and to ask that your doctor make corrections if the information is inaccurate or incomplete.

### What is a TeleHealth visit?

Telehealth uses video cameras and monitors to connect you to specialists who are not located near you, reducing the need to travel to receive care. You will be able to see, hear and talk to a doctor or other health care professional.

### How does a TeleHealth visit work?

A telemedicine appointment is just like a normal appointment; only the specialist you will be seeing and speaking with is on a monitor. Before you arrive, the specialist you are going to see will already have relevant information about you to support your telehealth. However, you may be asked to bring test results, medications or x-rays with you. Your Doctor or a nurse or an Aboriginal Health worker will be with you during your consultation. The videoconference connection is made with the specialist at a different location and the consult begins.

The health care professional with you may assist with the examination, using tele-diagnostic equipment like a digital stethoscope, otoscope or patient examination camera. The specialist on the monitor can hear your heartbeat and breathing and look into your ear, nose and/or throat as if they were sitting in the same room.

### **Is there a cost for a telemedicine appointment?**

Medicare provides a rebate to your doctor for telehealth consultation – just like a normal consultation. However, your GP may require a fee above the Medicare rebate - this fee will need to be paid in the normal way.

In addition, the Specialist that you are 'seeing' by telehealth technology will also receive a Medicare rebate for the consultation. If your Specialist charges above the Medicare rebate, then you will need to pay the extra cost for this visit.

Ask the practice manager for details.

### **Is telehealth private?**

Just like a normal doctor's appointment, your Telehealth visit will be private and confidential. It can only be seen and heard by the health care professionals involved. If you have any questions, please speak to your health care professional.

ACRRM TeleHealth support: [www.ehealth.acrrm.org.au](http://www.ehealth.acrrm.org.au)