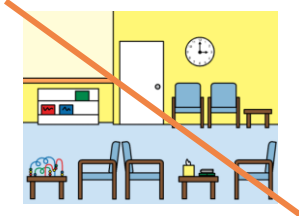


What is Telehealth?

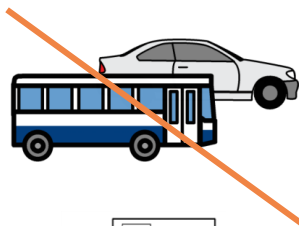


Telehealth is a way you can **have an appointment with your clinician from your home**. A 'clinician' is a doctor, nurse, counsellor, or other person helping you to look after your health. You have your appointment over the phone or by video.

You can speak to your clinician. You can see them on a screen if you are using video.



You do not need to sit in a waiting room.



You do not have to travel.



If your appointment is with your doctor, they can write a prescription if you need one. Your doctor will send it to you or your pharmacy.



Your interpreter can join the appointment. Other people who are caring for you can also join.



What you say to your clinician is private. No one can join the appointment unless they ask them to.

What you need



Find a place at home that is quiet and away from other people.



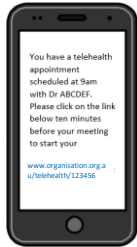
For a video call you will need a laptop, computer, tablet or 'smart phone'. A 'smart phone' is a mobile phone with internet. You will need a good internet connection.

For a voice call you will just need a phone or mobile phone.

Your appointment



Go to your quiet place ten minutes before your appointment.



Your clinician will have sent you information about how to start your appointment.

This could involve

- Going to a website
- Clicking on a link in a text message, OR
- Just answering your phone when your clinician rings.

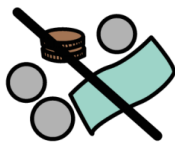


Your appointment will begin when your clinician is ready.



You will hear them. If you are using video, you can see them on your screen.

How much does it cost?



Using Telehealth is free. Medicare will cover the cost of the call.

What if something is not working?



Call the clinic and tell them you are having problems using Telehealth.

Need to change your appointment?



Call the clinic and tell them your appointment is a Telehealth call and you need to change it.