



Patient Information Sheet on being part of a Telehealth consultation

What is a Telehealth consultation?

A Telehealth consultation is a consultation where you and your specialist are not in the same room as each other and use technology to be able to see and hear each other.

At the time of consultation you will see your doctor through a screen. There may be a staff member with you in the room if it is deemed appropriate and you are comfortable with that (for example if they have to check your blood pressure or read through results). A Telehealth consultation reduces the need for you to travel to large towns or cities to receive your treatment.

Telehealth (also commonly called Telemedicine) connects patients, carers and health care providers together, improving access to quality public health care, particularly in rural and remote parts of NSW. The most common piece of technology used to deliver telehealth consultations is videoconferencing. It is similar to a normal telephone call, with the added benefit of being able to see the participants at the other end. Most videoconferencing equipment allows you to transmit data e.g. PowerPoint presentations, photographs, x-rays and video.

Important Information

1. You may choose not to participate in a telehealth consultation
2. There should be no additional cost to you other than your usual consultation fees
3. You can choose if a family member attends the appointment with you
4. If you are uncomfortable you can ask to finish the consultation
5. A follow up appointment will be made if required
6. Feel free to ask any questions you have both before, during and after the consultation.

Privacy and Confidentiality

All consultations done via Telehealth are private and secure and won't be recorded. Documentation will be taken during the consultation at both ends and will then be entered into your medical record as what would normally happen if you saw your specialist face to face. Verbal consent is required at the beginning of the consultation before your consultation will proceed and all staff part of the consultation will be introduced at the beginning of the session.

For further information or to discuss the use of Telehealth please contact Telehealth Implementation Officer, ACI on +61 (02) 9464 4654