

WHAT WILL IT COST ME?

The video call is free (except for your internet usage). However, the regular costs (if any) of a medical consultation still apply.

HOW SHOULD I PREPARE FOR A TELEHEALTH APPOINTMENT?

You can help get the best from a Telehealth consultation by following these simple steps:

- Before the appointment, check that you can sign into the test site at www.bendigohealth.org.au/telehealth
- Be ready at least 15 minutes early to allow for preparation time
- Avoid wearing brightly patterned or reflective clothing as this may not show up well on camera
- Make sure the room is quiet and free of distractions
- Speak clearly so your voice can be picked up by the microphone
- Look at the camera so you can achieve good eye contact with the specialist; and
- If you have a question or need help during the consultation, just ask.

TO FIND OUT MORE

Talk to your Bendigo Health specialist to see if Telehealth is available, or visit the website www.bendigohealth.org.au/telehealth

WHAT TO DO NEXT

- Ask your Bendigo Health specialist during your appointment if you are eligible for Telehealth
- If it is appropriate the specialist clinic administrator will book a Telehealth video consultation
- Consider asking if your local GP should be involved
- You are ready to go.

CONTACT DETAILS

To change or cancel a Telehealth or face-to-face appointment:

Specialist Clinics
☎ (03) 5454 8896

Telehealth
Bendigo Health
100 Barnard Street (access via Mercy St)
Bendigo Victoria 3550

PO Box 126 Bendigo Victoria 3552

🌐 www.bendigohealth.org.au/telehealth



WHAT IS TELEHEALTH?

PATIENT INFORMATION

What is Telehealth?

Telehealth or telemedicine is a normal medical consultation between a patient and a medical specialist using video conferencing software and an audio and visual link over the internet, without having to attend Bendigo Health in person.

How does it work?

Using a computer, iPad, smart phone or other related device, go to the Bendigo Health website to connect online to your specialist. You will be able to see each other by live video through your device.



www.bendigohealth.org.au/telehealth

WHAT ARE THE ADVANTAGES OF TELEHEALTH?

- Reduced or no travel time
- Less impact on your daily life
- Your home is your waiting room
- Your local healthcare professional (e.g. GP, practice nurse or other) may be involved
- Easier access to specialist care

WHAT DO I NEED TO MAKE A VIDEO CALL?

- Access to a computer, iPad, smart phone or other related device
- A good internet connection
- A private, well lit area
- Web camera, speakers and a microphone

WHAT IF I PREFER FACE-TO-FACECONSULTATION?

You can always choose a face-to-face consultation at Bendigo Health if you prefer. Telehealth is an option for your care when available and appropriate.

WHAT HAPPENS DURING THE TELEHEALTH APPOINTMENT?

You and the medical specialist will be visible on a computer screen at each end of the video consultation. Where appropriate, this may also include your GP or practice nurse (at their practice).

At the start of the consultation, everyone will introduce themselves and the reason for the consultation will be explained. You will be asked some identifying questions such as your name, address and date of birth to make sure you are the right patient, with the right specialist and that we have the right health record.

The specialist will speak with you and ask you questions in the same way as they would at a face-to-face consultation. You can also ask questions of the specialist.

As with a face-to-face appointment, your spouse, partner, family or friend may accompany you if you wish.

HOW CAN I HAVE A TELEHEALTH CONSULTATION WITH MY SPECIALIST?

To take part in a Telehealth consultation with your specialist, you must be referred by your GP as usual. Your GP will consider if this type of consultation is safe and suitable for you.

Not all specialists offer video consultations, and our staff will contact you to offer the opportunity for a Telehealth consultation if it is appropriate and available.

HOW PRIVATE IS THE TELEHEALTH CONSULTATION?

The same privacy and confidentiality requirements that apply to face-to-face consultations apply to video consultations, as per Bendigo Health's Privacy Policy.

WHAT IF I NEED AN X-RAY OR BLOOD TEST?

The same process will apply for medical imaging or pathology. However, the request forms will be mailed to your postal address (as they cannot be handed to you in person).

WHAT IF I NEED TO BE EXAMINED?

The specialist may ask your GP or practice nurse to examine you on their behalf. This may or may not be on camera. We will respect your privacy and a private area or gown will be provided if you need to remove clothing for the examination.

WILL THE VIDEO CONSULTATION BE RECORDED?

No. However, if your specialist or your GP thinks it would be helpful for your treatment to record particular images during your consultation, they would first need to seek your written permission to do so.

WHAT IF I FEEL I AM UNABLE TO CONTINUE?

It is unlikely you will feel unable to continue with a video consultation, but if this does happen you can leave at anytime.

HOW CAN I PROVIDE FEEDBACK ON MY VIDEO CONSULTATION?

We are keen to get your feedback so we can continue to improve our Telehealth services. Our reception staff can provide you with a patient feedback form.

