

# YOU'VE MADE THE RIGHT CHOICE!

Thanks for making the choice to use Telehealth for your next appointment. We know you will agree Telehealth is great for seeing Health Specialists closer to home.

## HOW telehealth HELPS YOU

### BY USING TELEHEALTH YOU WILL:

- Save travel time to appointments
- Save on accommodation expenses
- Reduce the stress and strain on your loved ones and carers who travel with you or look after family members at home while you go to an appointment
- See a Health Specialist sooner
- With your permission, your local Health Worker, Nurse or GP Doctor may attend your appointment as support. They may also assist by asking and answering questions you or your Health Specialist may have
- Receive specialist care at your local hospital rather than transferring to a large hospital away from home
- Receive regular care close to home

## NOT FAMILIAR WITH TECHNOLOGY?

When you visit your local hospital, GP Doctor, health clinic or Aboriginal Medical Service for a Telehealth appointment, the equipment will be setup, tested and help will be available to start your Telehealth consultation.



## YOUR APPOINTMENT DETAILS:

(please also refer to your emailed appointment letter)

### Your Telehealth appointment is with:

Name: \_\_\_\_\_

Clinic Waiting Room: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

### Physical appointment location:

Your local hospital

GP Doctor or Health Clinic

Aboriginal Medical Service (AMS)

Aged Care Facility

Home/on your device

You will be supported in your appointment by

\_\_\_\_\_ who will attend your appointment with you.

### Your appointment administration contact is:

\_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## PHYSICAL CLINIC DETAILS:

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# telehealth OUT OF HOME...



## WHAT TO EXPECT...

Telehealth appointments at a **GP clinic, health clinic or hospital** are quite similar to any other appointment:

### AT LEAST A WEEK BEFORE THE APPOINTMENT

- 1 Ring the location of your Telehealth consultation (eg GP clinic/ Health Clinic) to confirm your appointment. You may be asked to forward your appointment confirmation letter by email 
- 2 Arrive just before your scheduled appointment time and check in at reception
- 3 Bring your Medicare card, referral forms and any other paperwork sent to you that relates to this appointment
- 4 Just before your Telehealth appointment time you will be taken to a Telehealth consultation room where the equipment and connection will be ready for you to commence your consultation as soon as the Health Specialist is ready 
- 5 The appointment will run just like a face to face appointment, only you will be using technology such as a digital screen (much like a large TV), a microphone and a camera (all supplied)
- 6 Your GP Doctor, Nurse or Health Worker may attend your appointment as support. They may also assist by asking and answering questions you or your Health Specialist may have 
- 7 Your appointment will finish and the Health Specialist will end the connection. You may leave the room and stop to see reception on the way out

# telehealth AT HOME...

YOU'VE BEEN OFFERED YOUR FIRST TELEHEALTH APPOINTMENT AT HOME... **HOW exciting!**



### A WEEK BEFORE YOUR APPOINTMENT

Please check and test your equipment as soon as possible to make sure everything will work on the day:



Click on the URL link provided in your appointment letter OR visit [www.health.nsw.gov.au](https://www.health.nsw.gov.au) click on the **Telehealth button > Test Call button**.



You will be taken through a series of steps to check if your equipment is ready for a Telehealth appointment. This will include:

- Test Call
- Connection Speed Test
- Speaker Test
- Microphone Test
- Video Test



You will be told if your check has been successful or unsuccessful.



If it is not successful contact your Telehealth administration contact (listed on the back page of this brochure) who will arrange for help and an alternative location, date and time for your Telehealth appointment.

### PRIVACY AND CONFIDENTIALITY

Telehealth services are provided using secure platforms and like any face to face consultation your privacy and confidentiality will be securely maintained in a Telehealth appointment.

### ON THE APPOINTMENT DAY

- Click on the URL link provided in your appointment letter OR visit [www.health.nsw.gov.au](https://www.health.nsw.gov.au) click on the **Telehealth button > Client Join call button**.
- Follow the equipment check steps and then **select the waiting room** advised, where your Health Specialist will connect when they are ready.
- Telehealth works best in a **private and quiet room** with **good lighting**.
- The **self-view** option shows what your Health Specialist can see of you on their screen. Try to look like a news presenter on TV!
- Microphones are sensitive so **limit background noise**, potential **disruptions** by pets/children and switch off **mobile phones**.
- When someone speaks wait until they are finished before talking. **Try not to talk over people** as it is difficult to tell when they have stopped speaking.
- Your Health Specialist can hear you without the image showing - so mute your microphone whilst waiting for your appointment to begin, so conversations cannot be overheard.

