**Telehealth consultations**

Your general practice is now offering telehealth consultations either by video or phone.

Not all consultations are suitable for a telehealth consultation. Telehealth can be just as effective and more convenient for you for:

* following up on test results
* repeat prescriptions
* advice about symptoms or minor illnesses.

*Your GP may deem it necessary for a face-to-face consultation and ask you to come into the practice*.

**Who decides if my consultation is face-to-face or telehealth?**

We offer both face-to-face and telehealth. If you prefer telehealth and it is clinically appropriate, you can request this type of consultation.

You can ask for a telehealth consultation when you call the practice to make an appointment. Reception may ask you some questions and check with your doctor to determine if a face-to-face consultation is needed.

If you need an interpreter, let reception know when you book the appointment as there are interpreters available for both telehealth and face-to-face consultations.

**Attending your telehealth appointment**

You can choose to use phone or video for a telehealth appointment.

If you choose to have a phone appointment, give the number you want to be called on to reception and you will receive a call from your doctor at your appointment time.

**What equipment will I need for a video appointment?**

For a video call you will need a smartphone, tablet or computer and a good internet connection.

If you choose a video call you will be sent an email or text with a link to click on for your appointment.

For your first video appointment you may need to install an application. You will be sent a link that will provide steps on how to do this. You should download the application and check that everything is working prior to your appointment. If you have any problems connecting, call our practice and we can help you with this.

**Can I have a support person with me for the appointment?**

Yes. Just make sure you introduce the person at the start of your phone/video consultation

**Getting prepared for your telehealth appointment**

* Arrange to be in a quiet, private space for your call
* Have a pen and paper ready and the name of your preferred pharmacy
* If you are using a mobile device make sure it is fully charged

**For a video appointment**

* Be patient, you may need to wait
* Make sure you are in a well lit room
* Rest your device on something stable
* Position yourself so that your face and shoulders are in view
* Connect a few minutes before your appointment so that you can check everything is working

**During the appointment**

* Look at the screen
* Speak slowly and clearly
* Take it in turns to speak. Do not speak over each other.
* If you get cut off, wait for a call from the clinic.

**How much will a telehealth call cost?**

* Check with your practice to find out the cost for this service
* A video call does use your internet data (less than half the data than you would use watching a YouTube video).
* Data use increases when there are more than two participants in the call. For example, if an interpreter or another health professional was on the call