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| Website or patient factsheet FAQs ! This menu of FAQs is intended as a guide only. You will need to tailor these to your individual practice or clinic and to reflect the latest Government requirements for telehealth.Last updated: 8 April 2020 |

FAQs

## What is a telehealth consultation?

A telehealth consultation is a phone or video consultation between a patient at one location and a specialist at another using technology like computers, tablet devices or mobile phones.

Since 2011 it has been widely used by dermatologists and other health professionals to provide care to those in rural and remote communities. In light of the coronavirus (COVID-19) pandemic, it is a very useful way to enable us to continue to see and treat patients from the comfort of their home.

## Do I have to be an existing patient at [insert clinic or practice name]?

Yes / No, this service is available to new and existing patients.

## Do I have to be in [State/City] to access this [clinic or practice name] service?

Insert answer

## What are the advantages of telehealth consultations?

Every patient’s situation is different but in general, the benefits include:

* Improved access (reduced waiting time) to specialist care
* Reduced travel time and costs
* Reduced absence from work
* Reducing the possibility of exposure to coronavirus/COVID-19
* Reduce the possibility of transferring the coronavirus/COVID-19 infection to others

## Who will be conducting my telehealth appointment?

Only [practice/clinic name] Dermatologists will be conducting telehealth appointments. All are highly qualified and are also available in-person if an in-person appointment is deemed necessary or for when the pandemic crisis is over. Please click here [insert webpage link] to learn more about our highly skilled team.

## Can I have other people present? What if I have special needs?

It is your choice whether you would like to have other people present. You can choose to have a family member or carer present during the appointment. Please let us know when you make the appointment, particularly if they will be calling from a separate location.

If you have special needs such as an interpreter, please let us know so we can try to make arrangements for this when your consultation with the specialist is confirmed. Please note, our team can speak [insert languages spoken if applicable].

## What happens at the telehealth consultation appointment?

Tailor as needed –

* We will first ask three identifying questions to ensure we adequately identify you.
* We will ask you to identify any other people, such as a family member or carer, present on the phone or videoconference. Remember, you may ask them to leave the call or room at any time if you wish to talk privately with your dermatologist.
* We will speak with you and ask you questions in the same way we would at a face-to-face consultation.
* If we need to get more information from you before or during the consultation, we may ask you to send some photographs to [e.g. a specified email address or secure option for transfer of clinical images. Note, any request to email photographs should make the patient aware that while the practice email is secure, the patient’s email may not be.]
* Prescriptions, blood test forms etc will be [posted/emailed to X – see [www.health.gov.au](http://www.health.gov.au) for guidance on electronic prescriptions] so you don’t have to leave your home.
* If it is clearly obvious from the start of the consultation that you need to be seen in-person for your condition, an in-person appointment will be organised for you.

By accepting the appointment you are consenting to the consultation being held by telehealth. However, if you have any questions or concerns before or at any time during the consultation, discuss these with your dermatologist or nurse.

## Will the telehealth video consultation be recorded?

No, we do not record telehealth consultations. We also request that you do not make any recordings such as audio, visual or screenshots of the consultation. Doing so would be against the terms of this service and sharing any recording with a third party would be a violation of the law in all States and Territories of Australia.

## Will my telehealth appointment be confidential?

Yes, just like any regular appointment, your phone or video consultation will be private and confidential. We will be using phone and videoconferencing systems that meet the relevant State and Territory and Commonwealth privacy legislation and security standards.

When choosing where you will be for the phone or video consultation, consider whether you are happy that it offers a level of privacy you are comfortable with.

## Can all problems be seen by telehealth?

Not all dermatology problems can be cared for via telehealth. Skin checks and possible skin cancers as well as problems in intimate areas are examples of things that will probably need to be seen in-person.

Our highly trained receptionists will work through some questions to work out what might be best for you.

## How do I prepare for my telehealth appointment?

When you book your appointment we will provide you with information on how to prepare for your telehealth appointment [or include here as follows]

To prepare for your telehealth appointment

* Make sure you are ready at least 10 minutes early, particularly if there is any technology you need to start/set up.
* Try to find a quiet space to ensure confidentiality and avoid distractions.
* Think about the questions you want to ask in your consultation beforehand. Have a pen and paper to hand in case you want to take any notes.
* Speak clearly so your voice can be picked up by the microphone.
* For video consultations, look at the camera so you can achieve good eye contact.

[Alternatively, link to the University of Queensland Centre for Online Education’s Quick Guide for Telehealth on ‘Attending a video consultation’ available at <https://coh.centre.uq.edu.au/quick-guides-telehealth>]

## How does any follow up work?

We will email you relevant documents, for example prescriptions, blood testing and medical imaging forms, information handouts, or receipts for claiming a Medicare rebate if applicable. You should print out these documents and keep them safe. Make a follow-up booking if needed.

## What if I need to cancel my appointment?

Telehealth consultations require a lot of coordination at our end, so please try to keep your telehealth consultation appointment. If you need to cancel, please let us know immediately. Failure to cancel the appointment within 24 hours of your appointment may incur a cancellation fee [$ insert fee].

## What times and days are available for telehealth consultations?

Right now, telehealth consultations are available [e.g. 5 days per week from 8am – 5.30pm AEST]. Call [our reception staff] to discuss this further.

## How much will it cost?

We will discuss fees, billing and payment arrangements with you at the time of booking. [Tailor as appropriate and according to latest MBS Telehealth item requirements – e.g. Payment options include an invoice posted to you, EFTPOS or credit card payment. If you are eligible under the Government’s new COVID-19 telehealth services, we may be able to bulk-bill some telehealth services, meaning your appointment will be covered by Medicare.

Please call us to learn more about payments for private patients, pensioners and healthcare card holders.]

## How can I provide feedback?

We are keen to get your feedback so we can continue to improve our phone and video consultation services.

* State how this will occur.

We will ask for your permission to share your feedback anonymously with other healthcare professionals and our practice team. You can choose for your feedback to remain confidential.

## What if I have questions?

If you have any questions about whether a telehealth video consultation may be suitable for you, please call us on [phone number]

If you have any general questions about how telehealth video consultations work, please talk to our [if applicable, e.g. telehealth video consultation coordinator].

## How do I make my telehealth appointment?

Please call us on [phone number] to book your appointment.

You can change your mind and stop using video consultations at any time, including in the middle of a consultation. This will not make any difference to your right to ask for and receive health care.