

### What is a telehealth video consultation?

A telehealth video consultation is a consultation between a patient and Dr Fang Wei Chen. The patient will be seen in the practice. Dr Chen will be working remotely from another location.

### Do I have to participate in a telehealth video consultation?

No. You can attend a face-to-face consultation with your doctor if you prefer. A telehealth video consultation will only happen if your clinicians consider it safe and suitable and you are happy to participate in a telehealth video consultation.

### Where are the telehealth video consultations provided?

You can participate in a telehealth video consultation from a consult room in the practice.

### What if I need to cancel my appointment?

Telehealth video consultations require a lot of coordination at our end and at the doctor's end so please try to keep your telehealth video consultation appointment. If you need to cancel, please let us know immediately, because rescheduling telehealth video consultations is more complicated than rescheduling a face-to-face appointment.

### How should I prepare for a telehealth video consultation appointment?

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

- arrive 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,
- switch your mobile off or to silent mode.
- speak clearly so your voice can be picked up by the microphone.

### What happens at the telehealth video consultation appointment?

You and a support clinician from our practice and the remote doctor will be on a computer screen at each end of the telehealth video consultation.

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 the right patient, right doctors and right health records are present.

The doctor will speak with you and ask you questions in the same way as they would at a face-to-face consultation.

There may be times when the doctor looks away from the screen. The GP will most likely be reading something from your file, or typing notes, just as they would during a face-to-face consult.

- If you are not sure, ask your doctor.
- Look at the screen and not the camera.
- Consider this the same as a face-to-face consultation.

### Who will be present?

You, and your GP, and the nurse if required. As with a face-to-face appointment, your spouse, partner, family, or friend may accompany you if you wish.

### How private is the telehealth video consultation?

The same privacy and confidentiality requirements that apply to face-to-face consultations apply to telehealth video consultations.

### What if I need to be examined?

The Visionflex equipment comes with:

- tongue depressor with camera
- BP monitor
- Stethoscope
- Thermometer
- Dermatoscope (for looking at skin lesions)

We will respect your privacy and a gown will be provided if you need to remove clothing for an examination.

### What if I have special needs?

If you have special needs such as an interpreter or a wheelchair, please let our telehealth video consultation coordinator know and they will make a note of these when your consultation with the doctor is confirmed.

### Will the telehealth video consultation be recorded?

No. Our practice does not record telehealth video consultations and we do not give patients permission to make their own recordings of a telehealth video consultation. If your GP thinks it would be helpful for your treatment to record images during your telehealth video consultation, they will first seek your permission to do so and they would ask you to repeat your consent on camera.

### What if I feel I can't continue?

Most patients feel a little nervous at the beginning of their first telehealth video consultation because it's a new way of seeing a doctor. However, most patients soon feel very comfortable with this kind of consultation. It's very unlikely you'll feel unable to continue with a telehealth video consultation. If this does happen, you can leave although consultation fees may still apply.

#### How much will it cost?

Our normal billing process will apply. If there are likely to be any other fees associated with the telehealth video consultation, we will let you know in advance.

#### Am I eligible for a Medicare rebate?

Medicare rebates for telehealth video consultations are available to patients from remote and regional areas. If you are privately billed, you will be eligible for a Medicare rebate. Bulk billing is at the discretion of the doctor only.

#### How can I provide feedback on my telehealth video consultation?

We are keen to get your feedback so we can continue to improve our video consultation services. Our reception staff will be able to provide you with a patient feedback form. 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 talk to your GP.

If you have any general questions about how telehealth video consultations work, please talk to our telehealth video consultation coordinator.



Clifton Community Health Service

#### Other Emergency Contacts

- Police, Fire, Ambulance 000
- GP 24-hour hotline 1800 022 222
- Registered Nurse call 1343 2584. 6.30am – 11pm 7 days pw
- Child health advice/breastfeeding support, call 1343 2584, ask for the child health nurse. 6.30am – 11.00pm 7 days pw.
- Cubcare.com.au 4.00pm – 10.00pm every day for free video consults with paediatric emergency physicians for children aged 0 – 6yrs.

**For all other urgent medical care please attend Toowoomba or Warwick hospitals.**



# Clifton Medical Practice

## Video Health Consultations



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#### Practice Hours

By appointment only  
Monday – Friday  
8.00am – 5.00pm  
Closed weekends and public holidays