

Diamond Valley Clinic

126 Hurstbridge Rd, Diamond Creek VIC 3089

Phone: 9438 3888

dvclinic.com.au

Telephone/Video consultation patient information

What is a telehealth video consultation?

A telehealth video consultation is a consultation between a patient and their GP.

Advantages of video/telephone consultations

- Help reduce the risk of community transmission of COVID-19
- Provide protection for patients and health care providers

How can I have a video/telephone consultation with my GP?

To have a video/telephone consultation with your GP, call the clinic on 9438 3888 and book an appointment. Not all GPs offer video consultations – the reception staff will discuss options with you.

Do I have to participate?

We are doing all initial assessments by video/telephone. If required, your GP can arrange for you to attend a face-to-face consultation following this.

Where are they provided?

You can participate in a video/telephone consultation from anywhere, for example, your home. Please ensure that you are in a quiet place to minimise disturbance during the consultation. You may choose to have the consultation whilst sitting in the carpark of Diamond Valley Clinic. This may be useful in the instance that the GP would like to examine you either in your car or in the clinic if deemed safe and appropriate by the GP.

Who will arrange it?

The receptionists at our clinic can arrange a video/telephone consultation for you with one of our GPs.

What if I need to cancel my appointment?

Video/telephone consultations require some coordination, so please try to keep your appointment. If you need to cancel, please let us know as soon as possible.

How should I prepare?

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

- If you feel very unwell, for example, very short of breath, tell your GP this at the very beginning of the consultation
- If booked for a video consultation, avoid wearing brightly patterned or reflective clothing as this may not show up well on camera
- Whether you are booked for a video or telephone consultation, please have your phone charged, switched on and off silent mode prior to the consultation
- Speak clearly so your voice can be picked up by the microphone

- If doing a video consultation, look at the camera so you can achieve eye contact with the GP
- If you have a question or need help during the video/telephone consultation, just ask.

What happens at the video/telephone consultation appointment?

If you booked a telephone consultation with our reception staff, the GP will ring you on your mobile phone when the doctor is ready. If you booked a video consultation with our reception staff, when the doctor is ready, you will receive a text message with a link. Please ensure that your mobile data is switched on or that you have access to wifi and then click on the link on the text message to begin the video consultation. At the start of a video / telephone consultation, the GP will introduce him/herself and ask some identifying questions such as your name, address, and date of birth to make sure the right patient is present and the correct health record has been opened by the GP. The GP will speak with you and ask you questions in the same way as they would at a face-to-face consultation.

Who will be present?

You and your GP. As with a face-to-face appointment, your spouse, partner, family or friend may be present with you during a video / telephone consultation if you wish.

How private is a telehealth video consultation?

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

What if I need to be examined?

A face-to-face consultation may be arranged if your GP feels that a physical examination is required.

What if I have special needs?

If you have special needs such as an interpreter, please let our receptionists know and they will make a note of these when your consultation with the GP is confirmed.

Will the telehealth video consultation be recorded?

No. Our practice does not record video/telephone consultations and we do not give patients permission to make their own recordings of a video/telephone consultation.

How much will it cost?

At the time this sheet was last updated (30/3/20), video/telephone consultations with the GP were to be bulk-billed with no out-of-pocket cost to you and the Medicare benefit to be paid directly to the GP. When you book your appointment, please check that this has not changed.

Am I eligible for a Medicare rebate?

Medicare rebates for video/telephone consultations are available to all Medicare eligible Australians.

How can I provide feedback?

We are keen to get your feedback so we can continue to improve our video/telephone 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 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 video/telephone consultation may be suitable for you, please talk to one of our reception staff members.

Where can I get more general information about telehealth video consultation?

For more information please refer to the resources below:

- Medicare Australia www.humanservices.gov.au/health-professionals/services/medicare/mbs-andtelehealth
- Questions and Answers for Patients
www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/connectinghealthservices-patients-QA
- GP Consults – video platform
www.gpconsults.com.au