

TURNING POINT'S
TELEHEALTH
FOR CLIENTS GUIDE

WHAT IS TELEHEALTH?

Telehealth is a way to have an appointment with a health care provider (e.g. doctor, nurse, counsellor) without you having to travel to the provider's office.

Telehealth uses live videoconferencing technology (similar to Skype), but with special privacy features.

WHY USE TELEHEALTH?

A telehealth appointment is just like a normal appointment, except that the health care provider appears on your screen. You will still be able to see, hear and speak to them as if they are in the same room as you.

Telehealth appointments are only offered when it is safe and suitable to do so.

Telehealth appointments may be provided to connect you with health care providers who are far away, and to reduce your time, costs and stress associated with travelling to appointments.

TIPS TO GET THE MOST OUT OF YOUR TELEHEALTH APPOINTMENT

- Have the right technology ready to use: a webcam, speaker and microphone (e.g. built in to laptop or mobile phone) and a good internet connection (e.g. can watch *Youtube* easily)
- Make sure your devices are fully charged and/or connected to a power supply during the appointment
- Use a well-lit, private and safe space for your appointment
- Switch your mobile phone off or put it on silent mode during the appointment to avoid distractions
- Join your telehealth appointment 10 minutes before the scheduled time so you can check that everything is working
- Speak clearly during the appointment so your voice can be picked up by the microphone
- Look at the camera to keep good eye contact
- If you have a question or need during the appointment, just ask



TELEHEALTH

FREQUENTLY ASKED QUESTIONS

DO I HAVE TO HAVE A TELEHEALTH APPOINTMENT?

If you feel uncomfortable or worried about having a telehealth appointment you can ask for a telephone or face-to-face appointment instead.

WILL MY TELEHEALTH APPOINTMENT BE RECORDED?

Your appointment will not be recorded unless you have given permission for this.

WHAT IF THE CONNECTION FAILS?

A poor internet connection or technology device issues can cause your sound or video to fail. If this occurs you may be offered another appointment, or your appointment may continue over the telephone.

DOES TELEHEALTH COST ANYTHING?

You do not have to pay any extra cost for booking a telehealth appointment. Bulk-billing can also still apply.

HOW WILL MY PRIVACY BE PROTECTED?

The information you share during a telehealth appointment will be kept confidential and will not be shared with anyone not involved in your care without your consent. This is the same as for a normal health care appointment.

The technology programs used for telehealth (e.g. *healthdirect*) meet recommended standards to protect the privacy and security of your information.

These systems cannot however guarantee total protection against hacking or tapping by outsiders. This risk exists, but is small.

WHAT IF I NEED TO CANCEL MY APPOINTMENT?

Telehealth require a lot of planning, so please try to keep your appointment. If you need to cancel, tell your health care provider as soon as possible.

CAN ANYONE ELSE ATTEND MY APPOINTMENT?

It is your choice whether you have other people present at your appointment (e.g. a support person, carer).