

Frequently asked questions – Common patient or clinician issues

Will I be billed for telehealth? No, Eligible telehealth consultations will be bulk-billed to Medicare. There will be no cost to you.

Is Telehealth just as good as seeing my specialist? A high standard of care will be maintained regardless of whether you have a consultation in person or via telehealth. Your specialist will decide, based on your specific needs, condition, and treatment plan, whether a telehealth appointment will meet this standard and is suitable for you.

Are telehealth consultations safe, private and confidential? All telehealth consultations are private, confidential and adhere to the same clinical standards as face-to-face consultations.

What happens if the telehealth consultation is interrupted or internet connection is lost? If the connection is interrupted or lost, the consultation will be continued by telephone or another appointment time will be booked. If you are experiencing issues on the day and are unable to start the video call, please contact the administration number given to you.

Can an interpreter support me in my telehealth appointment? Yes, please ask for an interpreter when you are discussing a telehealth appointment. We will organise for an interpreter to support you in your telehealth consultation.

What if I need to change my appointment? If your appointment needs to be rescheduled, we will organise a new date and time. Please contact us to make changes.

Can a family member or carer join me in my telehealth appointment? Yes, your family or carer can attend your telehealth appointment.

What if I'm running late? If you are running late, we cannot guarantee that a clinician will be available at a different time. Please ensure that you start a telehealth call at least 10 minutes before your appointment. This will let you troubleshoot any issues that might delay your call.

What if my specialist is running late? Our services can be busy. We will do our best to see you as close to your appointment time as possible and appreciate your patience in this matter. If your appointment is 30 minutes late, please call the number given to you.