

**What is a Telehealth appointment?**

Telehealth is a way of talking to and seeing health professionals whose services aren't available close to where you live.

Telehealth uses video cameras and a TV or computer screen to connect you to these Specialists. You will be able to see, hear and talk to the health care professional, exactly as if you were talking to them in person.

**How does a Telehealth appointment work?**

A Telehealth appointment is just like a normal appointment; only you will be seeing and speaking to the Specialist on a screen. The Specialist will already have relevant information about you to support your telehealth consultation. However, you may be asked to bring specific health information with you to your appointment. You can also have a family member, carer or friend with you if you wish. This attending support person will be required to identify themselves to the Specialist at the beginning of the consultation.

You will sit in front of a computer and you will be able to see yourself. The video conference connection is made with the Specialist and the consult begins; the Specialist will speak with you about your history the same as if you were in the face-to-face consultation. Any resources you will require after the consultation will be sent to you.

Generally, you will only see our Specialist for a single consultation. If you are required to be reviewed in the future, our Specialist will advise your referrer after the consultation.

**Is there a cost for a telehealth appointment?**

Your telehealth appointment may incur a fee if your appointment is not for treatment advice. Third party referrals such as workers' compensation claims, solicitors etc. will be responsible for fees payable. Please note our practice does not bulk bill.

Cancellations with less than 48 hours' notice or if you cannot be contacted on the day of your telehealth consultation, will incur a Did Not Attend fee.

**Is Telehealth private?**

Just like normal appointment, your Telehealth visit will be private and confidential. You will choose a private room at your location and the Specialist will also be in a private room. Your Specialist will not give any personal health information to anyone other than those involved in your

care unless required to do so by law. Your consent for this is required.

**Why do I need to sign a consent form?**

Because Telehealth consultations are a new way of delivering health services, you will be asked to sign a consent form. This is to check that you understand what is involved in a Telehealth consultation and agree to participate. You can withdraw your permission at any time before or during your Telehealth appointment. If you do, the Telehealth appointment will end and you will need to reschedule to see the Specialist in person.

**What should I do to prepare for my Telehealth appointment?**

Our practice staff will arrange a test connection with you on the day of consultation. You need to be waiting for our Specialist to connect to their call. To get the best from your Telehealth consultation, you can assist with the following:

- Be ready at least 10-15 minutes early for your appointment to allow for connection testing
- Find a quiet room without noise distractions
- Switch your mobile phone to silent, or turn it off
- Ensure a WIFI or mobile 4G/5G connection on your device.
- Plug your computer or phone device into power to avoid battery running low. Allow 45-60 mins for your consultation.
- During the consultation, look at the camera so you have good eye contact with your health professional
- Speak clearly so your voice can be picked up by the microphone. You may wear ear phones with microphone.
- If you have a question or want more information during the Telehealth consultation, just ask the Specialist

**What happens if the Telehealth equipment doesn't work properly?**

Sometimes, Telehealth appointments cannot go ahead because unexpected technical difficulties occur. In that case, the Specialist will ring you back on the telephone, or you will be offered another Telehealth appointment.

**Who do I ask if I have a question?**

If you have any questions, please don't hesitate to speak with our practice staff.

**[Continue over to page 2 to complete your Consent form.](#)**

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## OccPhyz Consulting

### *Patient Consent for Telehealth Consultations*

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**Please read and complete this consent form**

I \_\_\_\_\_ agree to participate in a Telehealth consultation.  
(enter full name)

In addition, I understand and agree that:

- Participation in a Telehealth consultation is voluntary, and I have the option of a face- to-face consultation.
- If I choose a face-to-face consultation, I will need to travel to the Occphyz Consulting Specialist's rooms.
- I may withdraw from the Telehealth consultation at any time during the consultation.
- I understand that I may be required to attend a face-to-face consultation following the teleconsultation.
- If you, or the Occphyz Consulting Specialist have any concerns about the effectiveness of the session, a face-to-face consultation can be offered as soon as possible, however this may mean travelling to the Specialist.
- My rights to confidentiality and privacy will be maintained during the assessment.
- There will NOT be any audio or video recording or photographing of the session by the Occphyz Consulting service and we do NOT accept any such recording or photographing by you, your medical providers or any other persons present or witnessing the teleconsultation.
- The Occphyz Consulting Specialist is permitted to take notes during the consultation.
- My consent relates to a single telehealth session.

By signing this form, you acknowledge that you have read and understood (or have been explained) the information in this form and that you give consent to participate in an Occphyz Consulting Telehealth Consultation.

**Patient Signature:** \_\_\_\_\_

**Date:**

**NOTE: We must receive your signed Consent form before the commencement of your teleconsultation. Email your signed form back to our practice at [info@occphyz.com.au](mailto:info@occphyz.com.au) 5 days before your appointment.**