



Patient Information Sheet



24-7
MEDCARE

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 24-7MedCare.com.au

About Us

24-7MedCare is part of the 24-7Healthcare group of companies. We are a diversified provider of healthcare services with a particular emphasis on providing quality healthcare in the home, community, at a residential aged care facility or within a general practice.

IF YOU ARE IN NEED OF URGENT ATTENTION, PLEASE CALL 000



PROVIDING SERVICES TO PATIENTS ACROSS AUSTRALIA

Patient Information

WHAT IS A TELEHEALTH CONSULTATION?

A telehealth consultation is delivered by video or phone and is between a patient at one location and a medical practitioner at another location.

ADVANTAGES OF TELEHEALTH CONSULTATIONS

Every patient's situation is different but in general, the benefits of the service include:

- Improved access to a medical practitioner
- Reduced waiting time to a medical practitioner
- Reduced travel time and costs
- Reduced absence from work

DO I HAVE TO PARTICIPATE?

No. You are able to attend a face-to-face consultation with your GP if you prefer. A telehealth consultation will only happen if it is considered safe and suitable and you are happy to participate in a telehealth consultation.

WHO WILL ARRANGE IT?

We have a telehealth consultation coordinator who arranges telehealth consultations between you and our medical practitioner.

WHAT IF I NEED TO CANCEL MY APPOINTMENT?

Telehealth consultations require a lot of coordination at our end, so please try to keep your appointment.

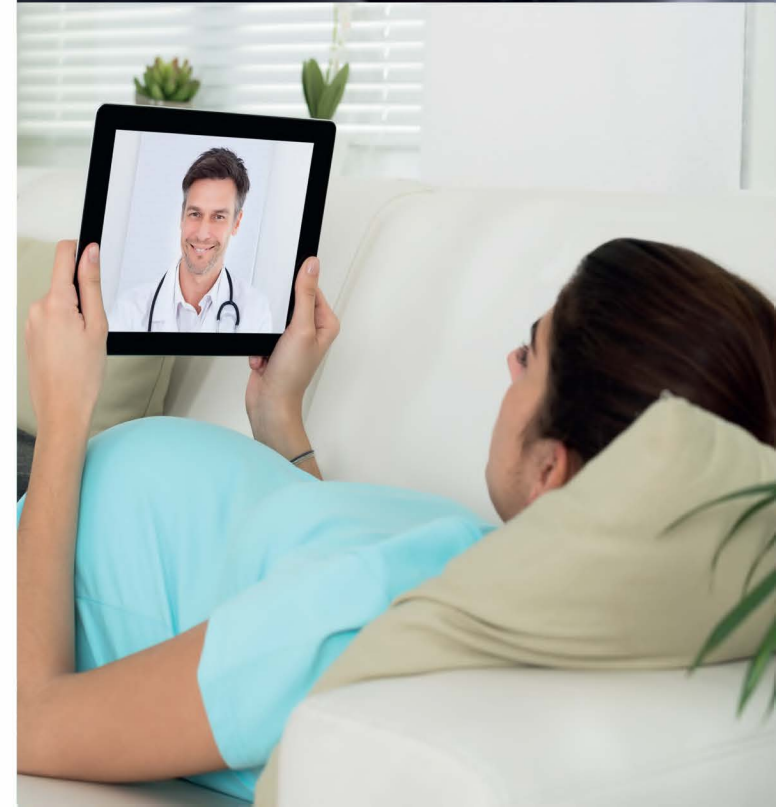
If you need to cancel, please let us know immediately, because rescheduling telehealth consultations can be more complicated than rescheduling a face-to-face appointment.

Please note that if cancelling your appointment within 60 minutes of the scheduled time, you may still be charged the full fee.

HOW SHOULD I PREPARE?

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

- Ensure 15 minutes prior to the consult start time your video enabled device is prepared and ready for use.
- If it's a telehealth video consultation, 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.
- Look at the camera so you can achieve good eye contact with the doctor.
- If you have a question or need help during the telehealth consultation, just ask.



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WHAT HAPPENS AT THE TELEHEALTH CONSULTATION APPOINTMENT?

At the start, the doctor will introduce themselves and you will be asked some identifying questions such as your name, date of birth and address to make sure the right patient 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.

WHO WILL BE PRESENT?

You and the doctor.

As with a face-to-face appointment, your spouse, partner, family or friend may accompany you if you wish.

HOW PRIVATE IS A TELEHEALTH CONSULTATION?

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

WHAT IF I NEED TO BE EXAMINED?

The doctor will be unable to examine you during a telehealth consultation. Sometimes, safe care can only be provided if an examination is required.

Under these circumstances, the doctor will inform you of this and discuss the next steps for you to receive safe care.

WHAT IF I HAVE SPECIAL NEEDS?

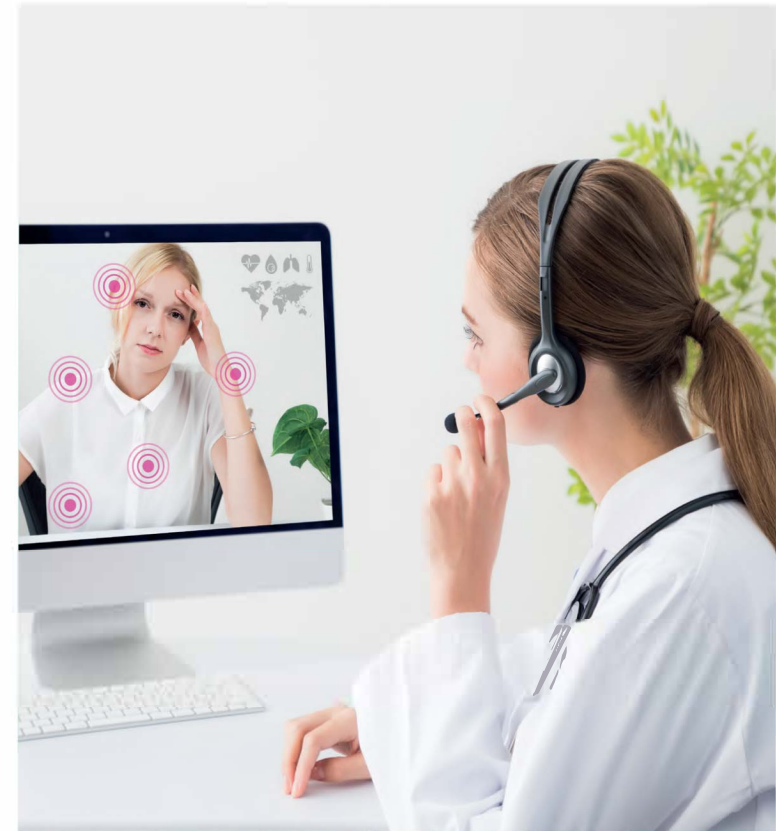
If you have special needs such as an interpreter or a wheelchair, please let our telehealth consultation coordinator know and they will make a note of these when your consultation with the doctor is confirmed.

WILL THE TELEHEALTH CONSULTATION BE RECORDED?

No. We do not record telehealth consultations and we do not give patients permission to make their own recordings of a telehealth consultation. If the doctor thinks it would be helpful for your treatment to record particular images during your telehealth consultation, they would first seek your written 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 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 consultation.



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HOW MUCH WILL IT COST?

A standard 15 minute telehealth consultation will cost \$45. However, bulk billing is available if a patient has a valid Medicare card and meets the following criteria:

- a person under the age of 12 months, or
- a person who is experiencing homelessness, or
- a person who is in a COVID-19 impacted area, or
- a person receiving an urgent after-hours service (in unsociable hours 11pm to 7am).

WHAT ARE THE COVID-19 IMPACTED AREAS?

A person who is in a COVID-19 impacted area means a patient who, at the time of accessing the telehealth service, has their movement restricted within the State or Territory, by a State or Territory public health requirement applying to the patient's location.

A person who is in a COVID-19 impacted area would include a person located in areas of Victoria subject to stay at home restrictions. A list of these areas is available at www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19.

HOW CAN I PROVIDE FEEDBACK?

We are keen to get your feedback so we can continue to improve our consultation services. Please email our team at reception@24-7medcare.com.au. You can ask to remain anonymous and for your feedback to remain confidential.

