

## **CompleteENT**

### **Patient Information Sheet on Telehealth Consultations**

#### ***What is a Telehealth consultation?***

CompleteENT offers Telehealth consultations to patients who reside in rural and remote areas, and during the current COVID-19 crisis, many patients in city areas are also eligible. During these consultations you and your specialist are not together in the same room as each other and use the Zoom app to be able to see and hear each other.

#### ***Why use Telehealth?***

Accessing Telehealth consultations reduces the risk of exposure to COVID-19, and for rural patients reduces the need for you to travel to a major city to receive advice and treatment about your medical condition.

#### ***How will I see my specialist if we are not in the same room?***

You will be required to share your contact details with the practice so that we can communicate with you to provide information about your telehealth consultation. You can use smartphone or your computer to access Zoom. You will receive an SMS or email with details on how to join the consultation. If you are attending the Telehealth appointment at your local GP surgery or hospital, there may be special videoconferencing equipment used which also allow for the transmission of data eg. Photos, x-rays and video.

#### ***Can a family member attend the consultation with me?***

If you wish you can have a family member, carer or other support person attend the appointment with you at your end.

#### ***Who will be part of the consultation?***

During your consultation you will see your treating specialist through the screen. If you are attending the Telehealth appointment at your GP or hospital, there may be a staff member with you in the room if this is deemed appropriate and you are comfortable for this to occur (for example if they have to conduct the examination or read through results).

#### ***Consent for the consultation***

Verbal consent is required from you before the consultation can proceed and will be gained at the beginning of the consultation. All staff present for the consultation will be introduced to you at the start of the session.

#### ***Your follow up appointment***

Any follow up appointments will be made after the consultation if required.

#### ***How much will the consultation cost?***

The cost of many telehealth consultations during the COVID-19 crisis are eligible to be billed directly to Medicare. For details regarding the costs, please contact our rooms.

#### ***Can I ask questions during the consultation?***

You and anyone attending the consultation with you can ask any questions you may have either before, during and after the consultation.

#### ***What if I don't want to be part of a Telehealth consultation?***

You may choose not to participate in a Telehealth consultation if you are not comfortable.

#### ***What if I am uncomfortable during the consultation?***

If you are uncomfortable you can ask to finish the consultation.

#### ***Maintaining your privacy and confidentiality***

All consultations done via Telehealth are private and secure and will not be recorded. Documentation will be taken during the consultation all clinicians involved in consultations and this information will be entered into your medical record, as would normally happen if you saw specialist face to face.

#### ***Questions and further information***

If you have further questions or require more information, please contact the practice:

Complete ENT Pty Ltd

Ph: 07 3905 5999

or [info@completeent.com.au](mailto:info@completeent.com.au)