

# What is Telehealth?



At Northern Health, Telehealth for outpatient appointments or inpatient consultations consists of telephone and/or video conferencing being used by health professionals with patients.

This means that you talk to your health professional through your computer, phone or tablet screen.

A telehealth appointment lets you speak to your health care provider and receive your regular appointment without you actually seeing them face to face using a secure video conferencing platform. This means:

- You can have your appointment wherever you are, for example at home
- You will see your health care provider on screen (or over the phone)

Just as in a face-to-face appointment, you will wait in a virtual waiting area until the health professional joins you. The consultation is delivered via a secure and private virtual clinic room.

## Benefits of Telehealth

The benefit of Telehealth:

- Less time away from home or work
- No parking costs and better for the environment
- Not having to juggle caring responsibilities with attending appointments in person.

## How does Telehealth work?

Northern Health only uses telehealth video conferencing platforms approved by the Victorian Department of Health. The telehealth video conferencing is secure and your privacy is protected. The same privacy provisions and legislation relevant to face to face appointments apply to all telehealth appointments. Staff will guide you through the process of using video conferencing and there is helpful information available for you.

Staff may use Telehealth to communicate with you for:

- Medical reviews with treating doctors
- Allied health care e.g. physiotherapist, occupational therapist

- Nursing care
- Education, either individually or as part of a group
- Family/Carer meetings
- Accessing interpreters

If you would like a family member, carer or friend to be involved in the Telehealth appointment please let staff know before your appointment. For outpatients appointments please contact the Telehealth Admin Team on [Telehealth@nh.org.au](mailto:Telehealth@nh.org.au) or on phone number 8405 8774.

## What will happen the first time?

### If you have an appointment:

You will receive a letter or email with details of how to take part in the appointment.

*You can also contact the Telehealth Admin Team on [Telehealth@nh.org.au](mailto:Telehealth@nh.org.au) to find out if you are able to use video conference for your appointment.*

### If you are a patient in a ward at Northern Health:

The clinical team will contact your family member, carer or friend to discuss:

- If they would like to be part of the video call.
- A link to join the video call will be sent to the nominated email or mobile phone number and instructions will be sent to them.

Your nominated person will need to have access to a mobile phone, device e.g. a tablet or iPad or a computer that has the following features:

- Microphone
- Speakers
- Camera
- Internet access

### Interpreters:

An interpreter can be included in a video conferencing call. Please let staff know if you need to talk in your preferred language.

For more information visit:  
[www.nh.org.au/telehealth/](http://www.nh.org.au/telehealth/)

**Northern Health**