

What is a telehealth video consultation?

A telehealth video consultation is a consultation between an injured person and a medical expert where both are located in a different place, and undertake the consultation via videoconferencing technology.

Advantages of telehealth video consultations

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

- improved access to specialist care
- reduced waiting time to see your specialist
- reduced travel time and costs
- reduced absence from work
- Meets current COVID-19 requirements for Social Isolation

Who will arrange it?

Your Case Manager and the Medical Expert will arrange the details. You may receive a text or email confirming instructions for joining the video conference.

How can I have a telehealth video consultation with the medical expert?

Your Case Manager will arrange the video-conference on your behalf and provide you with details of how to join the consultation. A telehealth video consultation will be scheduled if your Case Manager considers it the safest and most suitable means of conducting the assessment, and you are happy to participate in a telehealth video consultation.

Do I have to participate?

No. You are able to attend a face-to-face consultation with an accredited medical expert if you prefer. A telehealth video consultation will only happen if your Case Manager considers it safe and suitable and you are happy to participate in a telehealth video consultation.

Where are they provided?

You can participate in a telehealth video consultation from your home, or anywhere that is quiet, private and allows adequate room for the medical expert to assess your injury.

What if I need to cancel my appointment?

Telehealth video consultations require a lot of coordination, so please try to keep your telehealth video consultation appointment.

If you need to cancel, please let your Case Manager know immediately.

How should I prepare?

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

- Login to the video conference 10 minutes early to allow for preparation time- due to screen size, using a laptop is preferable to a mobile phone
- 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 medical expert
- if you have a question or need help during the telehealth video consultation, just ask.

What happens at the telehealth video consultation appointment?

You and the medical expert will conduct the consultation via computer and will see each other on the computer screen.

At the start, the medical expert introduce him/herself, and the reason for the consultation will be explained. You will be asked some identifying questions such as your name, address, and date of birth to make sure the right patient, right doctor and right health records are present. The medical expert 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 medical expert.

As with a face-to-face appointment, your spouse, partner, family or friend may accompany you if the medical expert agrees.

How private is a telehealth video consultation?

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

What if I need to be examined?

The Medical Expert may need to examine you. This may or may not be on camera. We will respect your privacy if you need to remove clothing for an examination.

What if I have special needs?

If you have special needs such as an interpreter or a wheelchair, please let your Case Manager know and they will advise the medical Expert.

Will the telehealth video consultation be recorded?

No. The Medical expert will not record the telehealth consultations and we do not give patients permission to make their own recordings of a telehealth video consultation. If your medical expert thinks it would be helpful for your treatment to record particular images during your telehealth video consultation, they would first seek your written permission to do so and they would ask you to repeat your consent on camera