

## Patient information sheet on being part of a telehealth consultation

### What is a Telehealth consultation?

A Telehealth consultation is a consultation where you and your clinician are not in the same room as each other and use technology to be able to see and hear each other.

At the time of consultation you will see your clinician through a screen. A Telehealth consultation reduces the need for you to travel to the clinic to receive your treatment.

Telehealth (also commonly called Telemedicine) connects patients, carers and health care providers together, improving access to quality public health care, particularly in rural and remote parts of NSW. The most common piece of technology used to deliver telehealth consultations is videoconferencing. It is similar to a normal telephone call, with the added benefit of being able to see the participants at the other end. Most videoconferencing equipment also allows you to transmit data such as photographs, x-rays and video.

### Important Information

1. You may choose not to participate in a telehealth consultation
2. There should be no additional cost to you other than your usual consultation fees
3. You can choose if a family member attends the appointment with you
4. If you are uncomfortable you can ask to finish the consultation
5. A follow up appointment will be made if required
6. Feel free to ask any questions you have both before, during and after the consultation.

### Privacy and Confidentiality

All consultations done via Telehealth are private and secure and won't be recorded. Documentation will be taken during the consultation at both ends and will then be entered into your medical record as would normally happen if you saw the clinician face to face. Verbal consent is required at the beginning of the consultation before your consultation will proceed and all staff part of the consultation will be introduced at the beginning of the session.

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