

# Telehealth – Do you live in regional Victoria or interstate?

## Contents / Summary Points to Remember

- If you live in rural or regional Victoria you may request your next consultation by video
- The telehealth service is a free service designed to reduce any unnecessary travel

## About telehealth

If you live in rural or regional Victoria, or interstate, a consultation with your RMH specialist by video may be a suitable option for you. You can complete your videoconference by yourself at home, your workplace or with a support person such as a carer or local healthcare professional.

## What equipment is needed?

- **A private, well-lit area where you will not be disturbed** during the consultation
- **A good connection to the internet and one of these:**
  - **Desktop computer** can be Windows PC or an Apple Mac. The [Google Chrome browser](#) is required. You will have to have a webcam (usually with a built-in microphone) connected
  - **Laptop / notebook computer** with the [Google Chrome browser](#) installed. A webcam and microphone is usually built into these
  - **Android smartphone or tablet** with [Google Chrome browser](#) installed
  - **iPhone or iPad** with the [Safari browser](#) installed. Always start your video call from this page on our website.

## How does it work?

Using your device, go to the RMH telehealth website to connect online to the RMH doctor.

[www.thermh.org.au/telehealth](http://www.thermh.org.au/telehealth)

You will be able to see the doctor via live video through your computer/ iPad/smartphone.

## What are the advantages of telehealth?

- Less or no travel time
- Less disruption to your life
- Reduced costs associated with attending your appointment

## What are the disadvantages of telehealth?

- The RMH clinician cannot physically examine you
- The video may fail, although this is rare and the consultation can be completed by phone.
- Video-consultation may not always be clinically appropriate. Your RMH clinician will decide if telehealth is suitable.

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## What if I prefer a face-to-face consultation?

You can always choose a face-to-face consultation at the RMH if you prefer. Telehealth may be just part of your care and you may still come to the RMH on other occasions.

## What will it cost me?

- There is no cost from RMH to you.
- If your local doctor takes part you will need to ask them if there are any costs to you.
- Your local internet provider will charge you for the data you use during the call.

## What happens after the telehealth appointment?

Follow-up arrangements including decisions about subsequent appointments will be outlined during the consultation as per usual. Investigations or tests may need to be arranged with your local services, or you may still need to come to the RMH. Prescriptions can be posted out.

## What to do next?

- Ask your RMH doctor, nurse or healthcare team during your next appointment if you are interested in a telehealth video-consultation.
- If you choose to attend your appointment with your GP please be advised that our clinics do not always run on time. We will endeavor to accommodate all participants.
- For GP assisted visits we will need your local doctor's phone contact and email address to send simple instructions and arrange a test videoconference.
- Prior to your appointment please visit our website to conduct a test call. If you require assistance please contact us.
- Go to [www.thermh.org.au/telehealth](http://www.thermh.org.au/telehealth)

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### Contact

Telehealth team

Email:

Phone:

### Practitioner / Patient notes

Level 1 South Reception Royal Melbourne Hospital

telehealth@mh.org.au

9342 8670

Outpatients | iPolicy Number MH 01.23 | Telehealth Team | Expiry Date March 2021



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