

# Telehealth

## Who is this information for?

People with intellectual and/or developmental disabilities  
Family members  
Disability support workers

## What is telehealth?

**Telehealth** is an online consultation where medical, mental healthcare or allied health services use technology such as a telephone or video call to conduct your appointments. You may not be in the same room as each other but with the use of internet and a computer and/or smartphone and/or telephone, everybody involved in your care will be able to see and/or hear each other.

## Why are we doing Telehealth?

Telehealth appointments are important during COVID-19 to ensure and protect the safety of our patients and frontline doctors, nurses and health providers.

## Is there a cost involved?

Currently, anybody who has a Medicare card, can access telehealth services.

## How to prepare for your telehealth appointment?

A confirmation call from the Centre for Developmental Disability Health (CDDH) Nurse will prepare you for your upcoming appointment. Prior to your appointment please consider:

- A private room for confidentiality
- Find a quiet place to minimise disruptions
- Stable internet connection/WIFI available
- Technology available: computer, laptop, tablet or phone
- Any other documents you would like to discuss or share

## How will I know my appointment date and time?

You will receive a phone call by CDDH administration to book in your appointment. The CDDH nurse will call to confirm your telehealth appointment, ensure you are prepared for the appointment and will provide you with further details of how to access the appointment on the allocated day.

## Can I bring a family member or friend with me?

Yes, you can have a family member or any other supports with you during your telehealth consultation. They may be in the same room as you or in different location.

### **Telehealth considerations**

- If you require a physical examination, telehealth may not be appropriate and a face to face consult may be required.
- If you do not have access to technology, a face to face consult may be required.
- If you require medication, it can be prescribed via telehealth. A medical practitioner can mail or email a digital copy of a prescription to your or your local pharmacist (medicine that is restricted under legislation can only be provided as a paper prescription).

### **Where can I find out more?**

[Being part of a Telehealth consultation](#)

[COVID-19 National Health Plan – Home Medicines Services information for consumers](#)

[Telehealth – a useful way to access support \(Beyond Blue\)](#)

[COVID-19 Temporary MBS Telehealth Services](#)

Note: If you regularly see a health professional, we encourage you to continue your care and support during COVID-19.