



Telehealth is a safe and convenient way to visit your doctor using phone or video conference in the comfort and safety of your own home.

Telehealth services are now available for the whole population.



If you require a GP or health consultation during this coronavirus pandemic **you no longer need to visit your doctor's office**. Telehealth is now available to all Australians and will be covered by Medicare if you are a Commonwealth concession card holder, a child under 16 years or a vulnerable patient.

Whether you are feeling unwell, with a respiratory illness or another condition, or if you need a doctor's consult for any reason you can access telehealth through your telephone or video conference.

Step by step process to book an appointment

1. Phone or make an online booking to your healthcare provider
2. Nominate if you would like a telephone or video call
3. Wait for GP or healthcare provider to call at the allocated time

If necessary, your doctor can still provide referrals, prescribe medicines, send scripts, pathology forms, medical certificates and arrange follow-up treatment.



FAQs

Do I need any special equipment or software to use telehealth?

No, you don't need any special equipment or software. If you prefer to use a telephone that's all you need. If you would like a video conference, you will need a device with an inbuilt camera.

Do I need to prepare anything for my consultation?

No, just find a quiet, comfortable spot in your home where you have good telephone or internet coverage and wait for your doctor to call you.

Do I have to pay for my consultation?

The new temporary MBS telehealth items are to be bulk billed for Commonwealth concession card holders, children under 16 years old and patients who are more vulnerable to COVID-19. Healthcare providers may apply their usual billing practices to telehealth services of which they will advise at the time of the booking.