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 it is covered by Medicare.

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.

How do I pay for my consultation?
For the new temporary MBS telehealth items your doctor’s documentation is enough for your consultation to be bulk billed.