

Your Quick Guide To

TELEHEALTH

Telehealth is the provision of health care services over the phone or via video using a computer or mobile device



TELEHEALTH IN 3 STEPS



1. Book an appointment

Your health care provider may offer a telehealth appointment or you can request one.

Talk to your provider to confirm the process so you know what to expect and how to prepare.



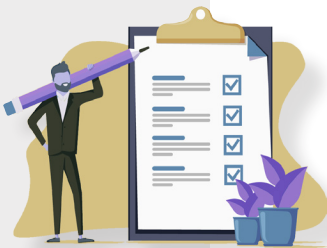
2. Your health care provider will call you at the booked time

You will receive a call via the device or phone number confirmed at the time of booking. Just like a face-to-face appointment it's a good idea to be ready ahead of time for the call.

3. Receive the same care but over video or phone

If you need any follow up care that requires face-to-face care, this can be arranged during your appointment.

Top tips to get the most out of your telehealth appointment



Prepare for your appointment

- Think about what you need to ask your health care provider - consider writing a short list

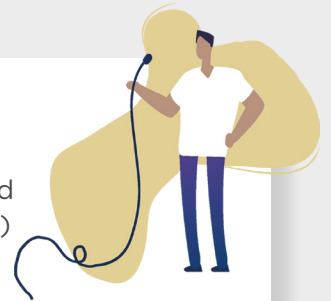
Prepare your space

- Find a quiet, private and comfortable place to sit
- Ensure you have everything you need ready such as a glass of water, tissues, pen and paper
- Consider a 'do not disturb' sign for the door



Prepare your device

- Ensure you have downloaded and installed any software (if required)
- Consider a trial run with a friend - check your internet connection, practice using your webcam, and make sure your audio is working
- Charge your phone, computer or mobile device or plug it in during the appointment
- Headphones can help with sound quality: if available, have these ready to go



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Notes from my

TELEHEALTH APPOINTMENT

My appointment with

Date

