How does the process work?

Before your appointment

> Your local doctor or nurse will discuss the reasons that digital telehealth could be a suitable technology tool to use as part of your treatment, and answer any questions.
> If you agree to participate, your local doctor or nurse will book the consultation just like any other appointment.
> You are also welcome to have a family member or carer with you during the consultation.

During your appointment

> You may ask to stop at anytime and restart when you are ready.
> You can also end the consultation at any time.
> Changing your mind about the type of service does not affect your rights to access any health service in the future.
> Should a physical examination be required, this would be conducted by a local doctor or nurse if suitable or the session may be rescheduled to allow this to happen.

After your appointment

> The clinician will confer with your local doctor or nurse and work together to achieve the best outcomes for you.

How much will it cost?

> Please check with your local doctor, nurse or GP. In many cases, digital telehealth will not cost any more than a face-to-face appointment. You may be asked to sign Medicare claim forms after the session.

For more information

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Public – I1 – A1
Health services and digital telehealth

An upgraded Digital Telehealth Network has been introduced to enhance access to health services such as mental health, cancer, cardiology, diabetes, burns, rehabilitation and more via over 180 new video conferencing units located in over 90 country and metropolitan public health services sites.

What is digital telehealth?

Digital telehealth is a general term describing the delivery of health services via telecommunications technologies.

The updated technology includes new video conferencing units which enable video communication of sufficient quality to perform clinical assessments and consultations from a remote location so that consumers can talk to a clinician without the need to travel too far from home.

When is digital telehealth useful?

The Digital Telehealth Network provides a different option for you to access a range of health services in a more convenient way, saving time travelling to a different location and providing direct access to a specialist health clinician.

Is use of digital telehealth limited to a few health services?

No. Digital telehealth can be used for a variety of health needs, and the list of services will continue to grow as clinicians adopt this new technology which enhances their models of care.

What are the limitations of digital telehealth?

Just like any new technology, there may be some teething problems. The service may unexpectedly drop out and another person may be called to reconnect the session. If there is a problem with the connection, this will be logged and monitored so that necessary improvements can be made to the system.

What about privacy and confidentiality?

Similar to any normal face-to-face consultation with a doctor, ‘private’ or ‘sensitive’ issues about your treatment can be discussed during a video conference consultation.

Please be aware that:

> Your privacy and confidentiality are maintained.
> You can expect to be informed if anyone else is in the room with the clinician. No one else will be in the room without your consent.
> Your consultation will not be recorded.

What happens in a digital telehealth consultation?

> When you arrive for your appointment, you will be shown into a private room where the video conferencing equipment is set up.
> If you are in a hospital bed at the time, your appointment may occur either by the bedside or in a nearby interview room.
> You will be asked to sit in front of a camera and will be shown how the equipment works (a staff member will operate the equipment).
> You will see yourself and the clinician on the screen, and your local doctor or nurse may be in the room.
> You can request to have the image of yourself removed from your screen, so that you only see the clinician. The clinician will still be able to see you.
> You will be able to talk to the clinician exactly as if you were talking to them in person.