

Patient Telehealth Fact Sheet



endocrinology
M E L B O U R N E



Who we are?

Endocrinology Melbourne provides specialist endocrinology consulting services for the assessment, management, monitoring and ongoing care of endocrine disorders.

What is Telehealth?

Telehealth is the use of video, face-to-face technologies such as Skype and Facetime to provide healthcare services access to specialists for patients in rural and remote areas.

Telehealth consultations provide timely access to specialist health professionals without the need and inconvenience of traveling long distances.

How does a Telehealth consultation work?

An appointment will be made between your GP and a specialist endocrinologist at Endocrinology Melbourne. You will attend your GP clinic for your appointment where your GP will participate in the consultation.

A video, face-to-face connection will be made and you will be able to hear and see the endocrinologist. Following your appointment the endocrinologist will arrange any required tests, pathology requests forms and prescriptions.

What are the benefits of a Telehealth consultation?

- Your GP is involved in your consultations.
- Less travel time.
- Flexibility for your appointments.
- Family members can locally attend your appointment.



E → admin@endomelb.com.au • W → endocrinologymelb.com.au

Tel → 9459 4415 • Fax → 9459 4436 • 76 Edwin Street, Heidelberg Heights VIC 3081

Who is eligible for a Telehealth consultation?

- Not an admitted patient, and
- Is eligible for Medicare rebates, and
- Eligibility will be determined according to the (ASGC-RA) classifications (Telehealth eligible areas); inner and outer regional, remote and rural areas;
- A care recipient at an eligible Residential Aged Care Facility (RACF); or
- In an eligible Aboriginal Medical Service (AMS).

Fees and Medicare

All Telehealth appointments with Endocrinology Melbourne are bulk billed through Medicare for patient convenience.



Medicare Patient Authority Form

When you arrive for your appointment you will be asked to sign a Medicare Patient Authority form so that we can process the bulk bill claim.

Appointment confirmation

Once your Telehealth Consultation has been booked with your GP and Endocrinologist you will be notified via phone.

Then 7-days prior to your appointment you will receive an SMS which you will then confirm with a reply text.



Non-attendance

Please be aware that a non-attendance results in disadvantaging other patients.

If you are unable to keep this appointment we require at least 48-hours notice. **Failure to do so will incur a fee.**

Further information

For further information please contact the **Telehealth Team** at Endocrinology Melbourne on **03 9459 4415** or via email at: telehealth@endomelb.com.au