

What should I do if there are technical issues?

If there are any issues during your consultation, please advise staff at your local site or your treating clinician. We also have consumer [feedback forms](#) that you can complete to let us know how we went.

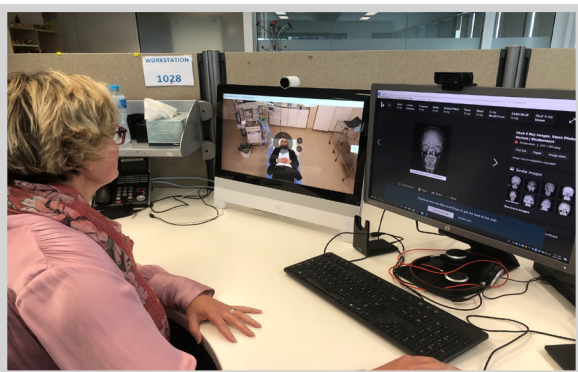
If there is a problem with the connection, this will be logged and monitored so that necessary improvements can be made to the system.

What happens after my consultation?

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

How much will my consultation cost?

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



If you've had a telehealth consultation, please complete a [feedback form](#) and let us know how it went!

This initiative is supported by funding from SA Health.

SA Health



For more information

For more information or to access the Digital Telehealth Network, please contact your local hospital, doctor or nurse.

www.sahealth.sa.gov.au/digitaltelehealthnetwork

Public – I1 – A1



Interpreter



www.ausgoal.gov.au/creative-commons

July 2020
© SA Health, Government of South Australia.
All Rights Reserved

Digital Telehealth Network for SA Health services

Information for consumers
and carers

What is telehealth?

Telehealth is the delivery of accessible, patient-centred healthcare services at a distance using information and communication technologies.

What is the Digital Telehealth Network?

The Digital Telehealth Network allows SA Health to deliver telehealth for you. It consists of more than 400 videoconferencing units located in more than 90 health service sites across South Australia, which enable clinical assessments and consultations to be performed from a remote location so that you can talk to a specialist clinician without needing to travel too far from your home.

What health services can be accessed through the Digital Telehealth Network?

The Digital Telehealth Network can be used to access a variety of health services, including:

- > after hours GP support for emergency departments
- > allied health
- > burns support
- > cardiology
- > emergency retrieval
- > haematology
- > medical oncology
- > mental health
- > neurology
- > pain assessments
- > palliative care
- > prison health
- > rehabilitation
- > renal services
- > spinal assessments
- > vascular surgery.

How do I arrange a digital telehealth consultation?

Your local doctor or nurse will discuss the reasons why digital telehealth could be a suitable tool to use as part of your treatment, and answer any questions you may have. If you agree to participate, your local doctor or nurse will book the consultation just like any other appointment.

What happens during my consultation?

There are two ways in which telehealth services are provided:

Within your local GP practice or hospital

When you arrive, you will be shown to a room where you will sit in front of a camera. Staff will support you to use the equipment and may stay for the duration of your appointment.

At home using your own mobile device or computer

You will be asked to dial a telehealth number, which will connect you with your clinician.

- > All telehealth appointments are provided in the same way that an 'in-person' appointment would occur.
- > You can 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 may stop at any time and restart when you are ready.
- > You can also end the consultation at any time.
- > You are welcome to bring a family member or carer with you during the consultation.

How do I organise an interpreter if I need one?

If you require an interpreter during your consultation, please advise your local doctor or nurse at the time of making the appointment.

Will my consultation be private and confidential?

Similar to any normal in-person consultation with a clinician, private or sensitive issues about your treatment can be discussed during a digital telehealth consultation.

Your consultation will be private and confidential and will not be recorded without your written consent.

You will be informed if anyone else is in the room with the clinician. No one will be in the room with you without your consent.

Please note: changing your mind about the type of service you wish to have does not affect your rights to access any health service in the future.

If there is a physical examination required, your local doctor or nurse can conduct this if suitable. Otherwise, the session may be rescheduled to allow this to happen.

