



Health
Hunter New England
Local Health District

During Jessie's pregnancy with baby Annaleise, 40 hours of travel along with 4 days off work were saved by using telehealth with her diabetes specialist.

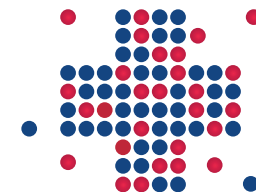
Our clinical leaders are now providing patients with telehealth options, saving your precious time and many thousands of kilometres of patient travel and associated costs.

Telehealth may be an option for you.

Service details for your next telehealth consultation are:

contact information

phone: 02 4985 5400 Option 2
web: www.hnehealth.nsw.gov.au/telehealth
email: HNELHD-ClinicalTelehealth@hnehealth.nsw.gov.au



telehealth
Saving precious time

Think Telehealth

Hunter New England Health

Hunter New England Health provides a range of public health services to the Hunter, New England and Lower Mid North Coast regions, as well as specialist services throughout northern NSW. Residents of this area currently travel more than 20 million kilometres a year to attend booked appointments with us.

Our aim is to keep people healthy and in their communities, and to provide people with timely and equitable access to world-class clinical services. Telehealth is one of our strategies to achieve these goals.

What is telehealth?

Telehealth is the secure transmission of a clinical consultation by videoconference over the internet. This is a way for you to have consultations with health professionals without the need and inconvenience of you travelling to hospital. A Hunter New England Health clinician can connect to you over the internet whether you are at home, at work, in a residential aged care facility, at your GP or your local community hospital.



What are the advantages of telehealth?

- Less, or no, travel time and associated costs and inconvenience to you.
- A coordinated care approach with your GP or other health providers.
- Fewer disruptions.

What are the disadvantages of telehealth?

- Telehealth consultations may not always be clinically appropriate. Your Hunter New England Health clinician may require physical examinations, investigations or tests that require you to attend in person.
- Poor internet connection may cause the video or audio to fail.
- Medicare has some restrictions on who is eligible for telehealth.

What if I prefer face-to-face consultations?

Telehealth can be part of your care plan, but only if you want it to be. You can always choose to see your clinician in person if you prefer. That is your decision.

What equipment do I require for telehealth consultations?

- Access to a reliable broadband internet connection.
- An email address.
- A suitable device with a camera, microphone and speakers (eg. Windows or Mac computer, or an Apple iPad/iPhone or Android smart phone or tablet device).
- A private, well lit area where you will not be disturbed or interrupted during the consultation.
- If you do not have this equipment, you may also attend the consultation with participating GPs, or at your community health facility.

What happens in a telehealth consultation?

- You connect to your clinician via a secure video conference.
- You will see yourself on your screen, as well as your provider.
- During the consultation you can discuss your health, concerns and questions as you would if you were with them in person.
- If you wish, you may have someone with you for your appointment.

How secure and private is telehealth?

- The software Hunter New England Health uses is similar to Skype, though is completely secure, encrypted and confidential.
- Your personal information, and the consultation, will be private and confidential.
- The consultation will not be recorded.
- The same privacy provisions and legislation relevant to traditional appointments apply to all telehealth appointments.

What will it cost?

- There is no cost to you from Hunter New England Health.
- You may be asked to give consent for Hunter New England Health to bulk bill Medicare.
- Telehealth will use some of your internet download capacity.
- If your GP takes part, you will need to ask them if there are any costs to you.

To find out more

Visit the Hunter New England telehealth website:

www.hnehealth.nsw.gov.au/telehealth



We are making healthcare more convenient