

Telehealth patient information

What is telehealth?

Telehealth is the use of technology to provide health care and information from a distance. At the Eye and Ear we use videoconferencing to link you and your clinician at different locations.

What are the benefits of telehealth?

Telehealth means that you can have your appointment at home or at work via a video call with an Eye and Ear specialist or nurse, rather than coming to East Melbourne. This means:

- Decreased travel time and costs
- Decreased waiting time in clinics

What can I expect?

You will log in to the telehealth system and speak to the Eye and Ear clinician on a computer screen. You will see the clinician on the screen and they will see you at their end.

You will receive the same care via telehealth as you would face to face. You should ask questions and provide information as you normally would. A family member or carer can be in the room with you if you want.


The clinician at the Eye and Ear will have access to your test results and medical record. Your telehealth appointment will be documented in your Eye and Ear medical record.

Requests for further tests and prescriptions will be sent to you if required.

You will not be charged for a telehealth appointment. You may be asked to sign a form consenting to the Eye and Ear making a Medicare claim (as per face to face appointments).

What do I need to make a video call?

You need either a PC, laptop or tablet with the latest version of Google

Chrome , a microphone, speaker and camera.

How do I prepare?

On the day before your appointment

Test your video-calling equipment:

- Using the link <http://videocall.direct/RVEE>, click on  and run through the four stages: Connection, speakers, microphone and

video. This will check that everything is running as needed before you connect with the hospital.

On the day of your appointment:

- Connect 10 minutes before your appointment time
- Switch your mobile to silent or off.
- Have a list of current medications with you
- Using the link <http://videocall.direct/RVEE>, or via the Eye and Ear website, <https://www.eyear.org.au/page/Patients/Telehealth/>, click on



- Look directly at the camera
- Speak clearly so your voice can be picked up by the microphone.

What if I need to cancel my appointment?

Please contact us on (03) 9929 8500 as early as possible to cancel your appointment.

What are my rights and responsibilities?

The Australian Charter of Healthcare Rights outlines your rights and responsibilities as a patient at this hospital and includes the following:

- Access to treatment regardless of financial status.
- Treatment and care in a safe environment – involvement in making decisions about your treatment and ongoing care after discharge.
- Information about your health care and the right to a second opinion.
- Access to your medical records and confidentiality for your personal information.
- Treatment with respect, dignity and consideration of your privacy.
- Access to culturally sensitive care
- The ability to raise issues or concerns with the hospital Patient Representative or with external agencies.

Further information is available from our Patient Representative on (03) 9929 8666 or at www.health.vic.gov.au/patientcharter

Privacy

Telehealth consultations meet all Eye and Ear privacy requirements. The consultations are not recorded and all consultations meet the national guidelines for telehealth.

For more information on your privacy, go to [http://www.eyear.org.au/page/Patients/Your Rights and Responsibilities/](http://www.eyear.org.au/page/Patients/Your_Rights_and_Responsibilities/) or contact our Privacy Officer on (03) 9929 8570.

Consent

You will always be asked to provide consent for a telehealth consultation. You can choose to have a face to face or telephone consultation (depending on your condition) if you prefer.



Feedback

Once the consultation is completed please stay connected to complete an online feedback form. All feedback is voluntary and anonymous. Your feedback is important to us and will be used to improve telehealth services.

Disclaimer This document describes the generally accepted practice at the time of publication only. It is only a summary of clinical knowledge regarding this area. The Royal Victorian Eye and Ear Hospital makes no warranty, express or implied, that the information contained in this document is comprehensive. They accept no responsibility for any consequence arising from inappropriate application of this information.

