



Nepean Blue Mountains Local Health District encompasses Nepean Hospital, Blue Mountains ANZAC District Memorial Hospital, Lithgow Hospital, Springwood Hospital and surrounding community health centres.

We are committed to providing patients with quality health care regardless of geographical, time, social, and cultural barriers.

Telehealth is a modern approach to health using the latest technology. It allows us to provide telemedicine, medical education and health education.

We are able to provide visual and audio contact between two sites where a specific need in our community is identified.



*For more information,  
please contact your  
clinic*



## TELEHEALTH OUTPATIENT FACT SHEET

*BRIDGING THE GAP IN  
HEALTHCARE*

**An arrangement has been made for you to attend an appointment using Telehealth or 'video-consultation'. This means you will be able to consult with a doctor or health professional from within your local community.**

### ***WHAT IS A TELEHEALTH CONSULTATION?***

A Telehealth consultation is an appointment with a health professional using a video camera and TV or computer screen for the patient and the health professional. You will be able to see and speak to the person/s at the other end.

### ***How will I know my appointment date and time?***

The appointment date and time may have already been provided to you. If not you will be contacted by a booking officer.

### ***Can I bring a family member or friend with me?***

Yes. You may bring a family member or friend. Please check with your local clinic on the room capacity for video consultations.

### ***Who else will be at the consultation?***

The specialist/health professional will be at another site. You will be able to see and hear the specialist/health professional. A staff member will be with you. They will assist with the technology and with you if needed. They may not stay for all of the consultation.

Others at the consultation will be introduced to you. Your permission will be sought to have them at your consultation. You have the right to ask them to leave the consultation at any time.

### ***Will the consultation be private?***

Yes. It is the same as a face-to-face consultation with your doctor. It will not be recorded. Every effort has been made to ensure the videoconferencing system is private and secure. The system used has been endorsed by Nepean Blue Mountains Local Health District with extensive investigations to ensure privacy and security.

### ***Is there a cost involved?***

The cost is the same for an outpatient consultation. There is no extra charge for a Telehealth consultation. Your consent will be sought to bill Medicare. There is no cost if you are an inpatient or patient of an Emergency Department.

### ***How do I cancel an appointment?***

If you need to cancel your appointment ring the phone number of the booking officer. Ensure you have provided your correct contact numbers in case you need to be contacted.

### ***What do I do on the day of my appointment?***

Arrive at the location you have been told at least 15 minutes prior to the consultation.

If you can't make the appointment, or will be late, please call the contact number given to you as soon as possible.

### ***DO I HAVE A CHOICE?***

Yes. If you prefer, you can elect to have a face-to-face consultation.

Not all consultations will be suitable for Telehealth.

You may ask if a Telehealth consultation is an option for you. Your medical provider will assess if this is appropriate.

Bring any relevant documents with you, such as your referral letter.

### ***What happens if the Telehealth equipment does not work properly?***

At times technical difficulties may arise. If the Telehealth appointment cannot go ahead because of this, you will be offered another Telehealth appointment or, if you prefer, you can choose to reschedule an appointment in person.

### ***What about follow-up?***

Follow-up will occur as needed. It may be offered as another Telehealth consultation if your medical provider deems it appropriate.

