

Telehealth & Endocrinology Melbourne



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

What can we offer?

Telehealth Consultations

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

Endocrinology Melbourne can provide assistance to GP's by supporting treatment for patients through Telehealth consultations.

GP Education Sessions via Telehealth

These sessions are designed to provide GPs with the latest evidence-based medicine in Endocrinology to apply to clinical practice.

Sessions will be held at your practice during the lunch period and will run for approximately 30–45 minutes. Lunch will be provided by Endocrinology Melbourne.

Benefits of Telehealth Consultations with Endocrinology Melbourne

- Eight Endocrinologists.
- Comprehensive and detailed assessment.
- Short waiting times.
- Bulk Billed appointments.



What information do we need from you?

Prior to the first appointment we need the following faxed or emailed to our clinic:

- Referral.
- Relevant patient history:
 - Recent pathology test results
 - Recent investigates
- Recent medication list.
- Medicare Card Number.



Patient eligibility

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



How does the consultation work?

There are three options for patients who feel that they may need a little more support for their telehealth appointment.

You have the option for:

- **GP supported:** GP participation in the telehealth consultation.
- **Nurse supported:** Clinic to provide nurse during telehealth consultation.
- **Clinic supported:** GP clinic to provide access to internet and room for telehealth consultation (Existing patients / Review appointments only).

Technology

Our preferred method of communication is Skype. However, if your clinic prefers another form of video or face to face technology please contact our rooms to discuss;

- Face time,
- Go to meeting.

Medicare requirement:
There must be a visual link between the patient and the eligible specialist in order to bill a video consultation.



Fees and Medicare

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

In order to bulk bill the consultation the patient must assign the Medicare benefit to Endocrinology Melbourne by completing the Patient Authority Form.

A Medicare Patient Authority form will be faxed directly to your rooms prior to the appointment. Please ensure the patient completes the form the form is faxed back to our rooms on the day of consultation.



Appointment confirmations, cancellations and rescheduling

Appointments are to be coordinated by the GP clinic and Endocrinology Melbourne directly.

All new patients will be contacted by telephone regarding their appointment.

Review patients will be sent a text 7 day prior to their appointment to confirm.

A minimum of 48-hours notice is required for all cancellations and rescheduling of appointments.

Failure to cancel appointments and No Shows 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**