



ST VINCENT'S  
HOSPITAL  
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

*Inspired  
by  
You*

# Telehealth

Healthcare that comes to you

## WHAT IS TELEHEALTH?

Telehealth is a video call which allows you to see and talk to your medical specialist. It allows us to provide health care over a distance using your:

- smartphone;
- computer; or
- tablet.

It may be a suitable option for you if you:

- live in a rural or remote area;
- live interstate;
- have difficulty getting to an appointment due to transport or reduced mobility.

## WHAT ARE THE ADVANTAGES?

- Little or no travel time.
- Less disruption to your life.
- Your home is the waiting room.
- Easier way to receive care.
- Another person can be invited into the video call (family member, carer, GP, interpreter).

## WHAT ARE THE DISADVANTAGES?

- Your clinician cannot physically examine you.
- Video calls are not suitable for everyone. Your medical specialist will help decide if it is right for you.
- Video calls sometimes fail. If this happens, you may be able to complete the appointment by phone or re-book the appointment at a different time.

## WHAT DO YOU NEED?

- A good internet connection (If you can watch a video online, you can make a video call).
- A private, well-lit area where you will not be disturbed during the consultation.
- **One of these:**
- Web-camera, speakers and microphone (already built into most laptops and smartphones).



**Google Chrome web browser** on a desktop or laptop computer (Windows or Mac), or an Android tablet or smartphone



An **iPad** or **iPhone** with the Healthdirect Video Call app installed (available free from the Apple App Store)

For more information on whether your device will work, go to [svhm.org.au/telehealth](https://svhm.org.au/telehealth).

## WHAT DOES IT COST?

There is no cost from St Vincent's Hospital to you.

Check with your internet provider for data usage costs.

You may be asked to give your consent to bill Medicare.

## HOW MUCH DATA DOES A CALL USE?

A video call uses about 230 MB on a mobile device and 450MB on a PC for a 20 minute call. Catch-up TV services typically use up to 300MB for a 20 minute show.

You don't use any data while waiting for your medical specialist.

## WHAT IF YOU PREFER FACE TO FACE?

You can always choose to have a face to face consultation if you prefer.

## WHAT ABOUT YOUR PRIVACY?

Video calls comply with the same privacy and confidentiality rules as face to face appointments.

Video calls are **not** recorded.

## WANT TO KNOW MORE?

For more information, visit [svhm.org.au/telehealth](http://svhm.org.au/telehealth) or talk to your medical specialist.



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