

## Telehealth

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### What is Telehealth

Telehealth is having consultation by a patient with a healthcare provider via phone or video call.

Advancements in technology enables primary healthcare providers to improve health equity, access to services, and workforce needs through the use of Telehealth.

Information and communication technology can be leveraged to provide telemedicine, medical education, and health education to people living in regional, rural and remote areas. Practitioners transmit voice, data, images, and information to patients to diagnose, treat or educate whilst being physically distant. This means patients can receive care in their community without the need to travel.

[Department of Health and Aged Care website](#) has information on telehealth, including what services are Medicare funded.

Standard Telehealth MBS items – MBS Telehealth Services from 1 July 2022 can be found [here](#).

### HealthDirect Video Call

'HealthDirect Video Call is purpose built for health settings, complete with virtual clinics and waiting areas. It is a secure, private, and sustainable mode of convenient access to care.'

HealthDirect Australia provides unlimited use of its video call service by GPs and practice managers, and provides free support to practices including onboarding, training and ongoing support.

#### GP Program:

The Department of Health and Aged Care has extended the healthdirect video call covid-19 GP Program to 30 June 2023.

This service is provided without cost to General Practices, Aboriginal Medical Services, and Aboriginal Community Controlled Health Organisations.

We encourage you to continue using this secure video consulting platform which has been purpose built for primary care settings, in line with the changes to the telehealth MBS items.

For GP's in private practice wanting to start using this service, please [register](#) your practice. For GPs in ACCHOs wanting to start using the service, please [register](#) for access.

RACGP CPD accredited training in healthdirect video call is available for your practice. Register here for essential video call training for GP's [here](#).



*NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.*





## Exemplar Program

The Department of Health and Aged Care has extended the healthdirect Video Call Exemplar Program to 30 June 2023.

This program provides access for Allied Health and Aged Care, including Residential Aged Care Facilities.

Please visit [this page](#) to see how others are using Video call.

For health services wanting to start using this service, please [register](#) your interest.

## Useful Links

- **Train the Trainer sessions:** focused on coordinating the onboarding activities of health care providers onto the Video Call platform. Administration of the Video Call platform - Healthdirect Australia
- **Webinars:** regular induction, training and instructional webinars are available. They are recorded for later viewing. Video Call Training - Healthdirect Australia
- **healthdirect Video Call Resource Centre:** a one-stop-shop 24/7 online hub for troubleshooting guides, technical requirements, administration of the platform and video demonstrations. Healthdirect `Australia Support
- **Support desk:** Operates Monday–Friday 8am–6pm (AEST) the support desk helps with technical troubleshooting on 1800 580 771 or [videocallsupport@healthdirect.org.au](mailto:videocallsupport@healthdirect.org.au)

## Telehealth Resources

- [MBS Telehealth Services from July 2022](#)
- [RACGP Telehealth practice resources](#)
- [ACRRM Fact Sheet - How to do a high-quality remote consultation](#)
- [Phenix Health Training – Telehealth Training](#)
- [Telehealth | Australian Digital Health Agency](#)

Last updated: December 2022