

Telehealth

What is Telehealth

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

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

Guidelines

[Guidelines-Telehealth consultations with patients](#) (effective 1 September 2023) – [AHPRA](#)

These guidelines inform registered medical practitioners and the community about the Medical Board of Australia's (the Board) expectations of medical practitioners who have telehealth consultations with patients.

Healthdirect Video Call

Healthdirect Australia has announced the extension of the healthdirect Video Call COVID-19 GP Program to 31 December 2023 and the PHN Exemplar Program to 30 June 2024.

GP Program

The Department of Health and Aged Care (DoHAC) has extended the healthdirect Video Call COVID-19 GP Program to 31 December 2023.

DoHAC encourages GPs 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 GPs in private practice wanting to use the service, please [register](#) your practice. For GPs in ACCHOs wanting to use the service, please [register](#) for access.

RACGP CPD accredited training in healthdirect Video Call is available for your practice – please register [here](#) for essential training.

Exemplar Program

The Department of Health and Aged Care has extended the healthdirect Video Call Exemplar Program to 30 June 2024.

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 Video Call, please [register](#) your interest.

Please contact the healthdirect Video Call team if you have any questions.





MyMedicare

[MyMedicare](#) is a new voluntary patient registration model. It aims to strengthen the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

- MyMedicare patients will have access to longer MBS-funded telephone calls (Levels C and D) with their usual general practice.
- Triple bulk billing incentive for longer MBS telehealth consultations (Levels C, D and E) for children under 16, pensioners, and concession card holders.

Telehealth resources

- [Telehealth | Australian Digital Health Agency](#)
- [RACGP: Telehealth – Guide to providing telephone and video consultations in General Practice](#)
- [Healthdirect Video call resource centre](#)
- [MBS Online- MBS Telehealth Services](#)

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