Health Resource Hub â?? Improving Your Phone And Internet Connection So You Can Access Telehealth

Description

Get Connected Stay Connected

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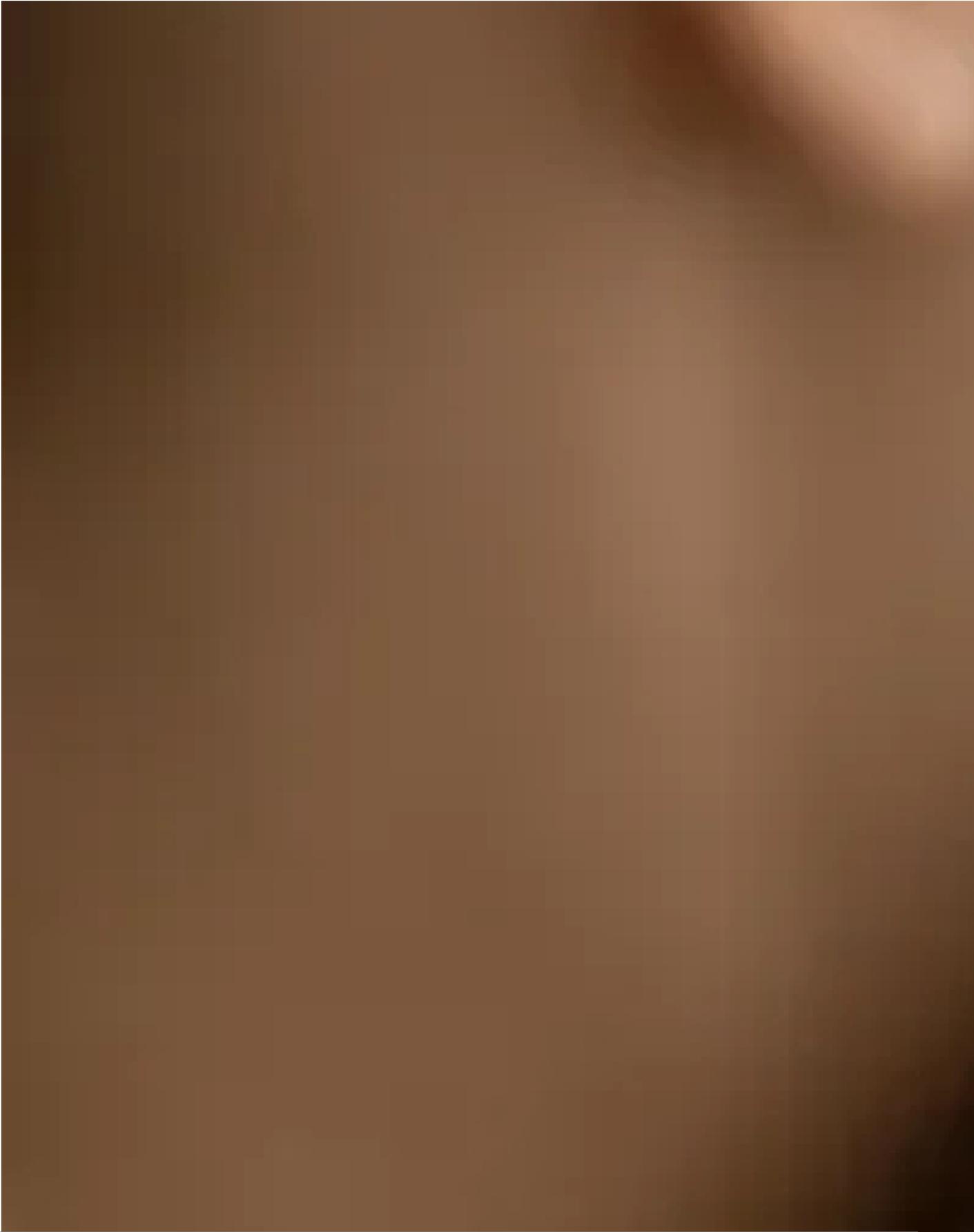
Health Resource Hub

Improving your phone and internet connection so you can access telehealth

Whether youâ??re a patient or a health professional, having a stable phone and internet connection means easier access to telehealth appointments, advice, and ongoing care.

Our Health Resource Hub includes practical tips, guides and tools to help you stay connected and make the most of telehealth and other online health services.

- ## What is telehealth?

Telehealth is a scheduled phone or video call with a doctor, specialist, or other health provider.

Video calls are sometimes preferable as they allow health professionals to observe physical symptoms, which can support more accurate care. While some health concerns still require face-to-face visits, telehealth is a safe and convenient option for many situations.

Telehealth can be useful:

  - when a physical exam isnâ??t needed.
  - for prescriptions or test results.
  - for follow-up appointments.
  - for mental health support.
  - to connect with specialists in other locations.
  - when travel is difficult or time is limited.

Bulk-billing may be available if the health professional has been seen within the past 12 months. Many clinics now offer telehealth as part of their regular service.

- ## What should I do to prepare for a telehealth appointment?

A few simple steps can help your appointment run smoothly.

- ○ 1For patients

  1. Check your internet connection

  A strong connection helps telehealth work smoothly. Internet plans and technology change often, so itâ??s a good idea to check whatâ??s available at your address. These guides can help you explore your options:

  - Find the best internet service for you
  - How to choose the right phone or internet plan
  - Choosing the right internet technology

  Need help? We can prepare a free and independent Connectivity Report for your location.

  It includes internet and phone options suited to your property and needs.

  Request your free report here.

  2. Equipment that helps

  After choosing the right plan, extra tools can improve your connection even more, especially in larger homes or places with poor reception.

  - Wi-Fi extenders â?? what they do
  - Choosing the right router
  - Boosting your signal at home
  - FS-Home network equipment FINAL.pdf

  3. Getting ready for video appointments

  A good setup helps you see and hear clearly during a telehealth call. If your mobile signal is patchy, try switching to Wi-Fi calling. Using a computer or Wi-Fi? Sit close to your modem or router for the best signal strength. For more tips on getting the most out of your video call, check out our helpful guides below.

  - Connected? Youâ??re ready for Telehealth. (A tri-fold brochure)

REGIONAL TECH HUB
1300 081 029

- Watch our short video on setting up for online health
- Video Conferencing: The Basics â?? Regional Tech Hub
- nbnÂ® video conferencing connectivity guide

- ○ 2For health professionals

Telehealth appointments, particularly video calls:

- Minimise the spread of contagious illnesses to staff by limiting physical contact with sick patients.
- Allow for holistic and increased care opportunities for rural and remote patients.
- Provide opportunities to meet best practice guidelines.

You might want to consider:

- A suitable business grade internet connection â?? you can then access dedicated business support, and symmetrical download and upload speeds when multiple people are using the connection. Visit our Small Business Hub to learn more.
- The right videoconferencing equipment to ensure patientâ??s symptoms are visible, you can demonstrate procedures and show medications and test results clearly.
- Familiarity with video platforms for quality video calls (e.g. Zoom, Teams).
- Using our Taking the stress out of Telehealth guide for further information on how to support your clinic and your patients.

Page 6   tplant@regionaltechhub.org.au
                                         Get Connected Stay Connected

- ## Other useful websites for online health information

Here are more helpful links to support your online health journey:

  - digitalhealth.gov.au â?? A simple introduction to telehealth and how to use it.
  - healthdirect â?? A breakdown of services offering telehealth and how to access them at a State level.
  - Be Connected â?? Resources on using technology to monitor and improve your health.
  - National Rural Health Alliance â?? A breakdown of government online health services and telehealth.
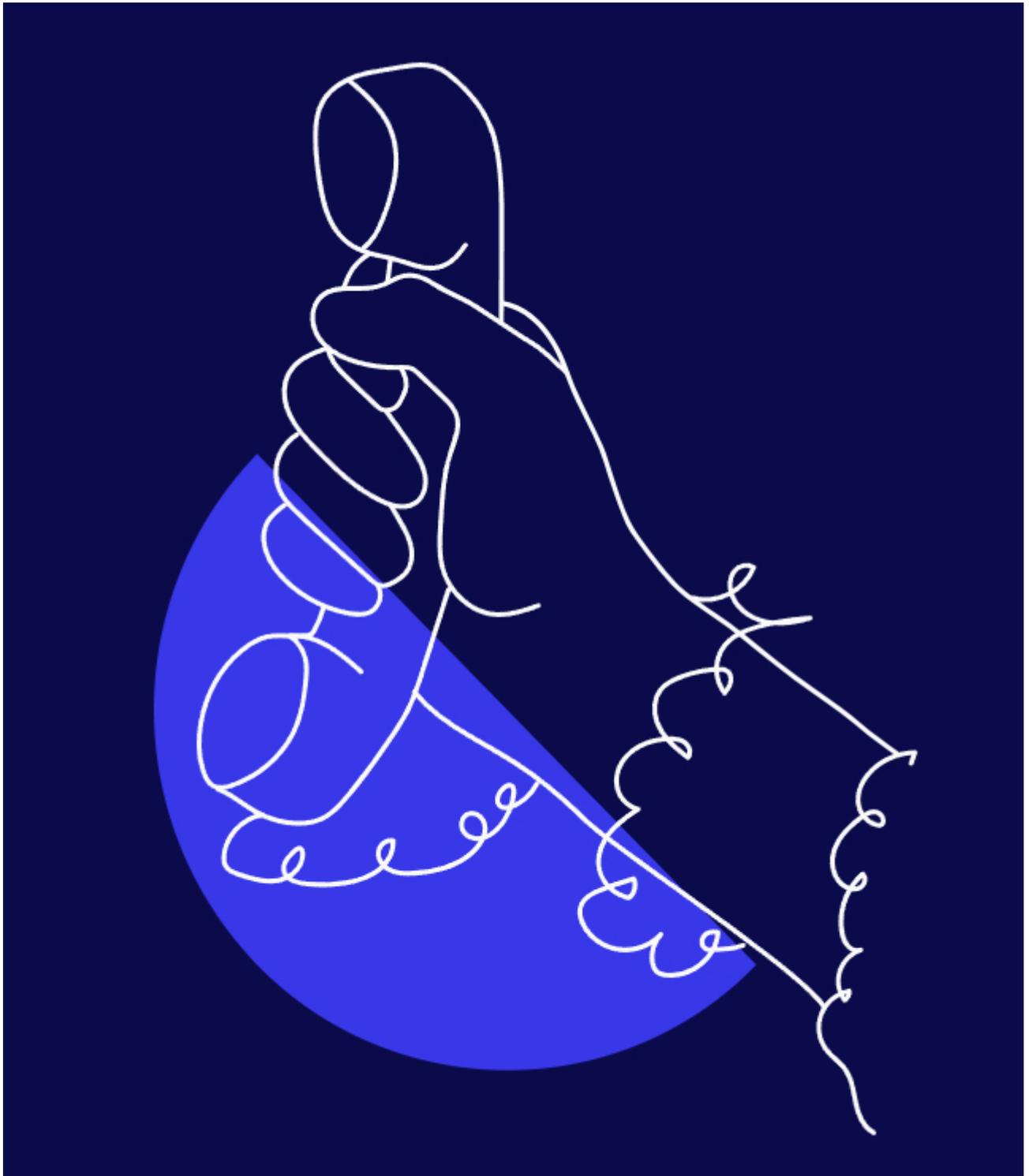
Still having issues? Give us a call

Our team is here to help. If you have questions about internet, equipment or phone services, we offer free, independent advice.

Call us on 1300 081 029

• **Check out some of our other useful resources:**

- - ○ Guides
      March 12, 2024

    ### **Staying connected in emergencies**

  - ○ Tech Tips
      March 12, 2024

    ### **Keeping safe online**

  - ○ Tech Tips
      June 20, 2025

    ### **How To Use Your Mobile In An Emergency**

  - ○ News
      September 11, 2024

    ### **Connection options in an emergency**

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