

Connectivity brings medical services to you

Telehealth can help you:

- Save time and unnecessary travel.
- Stay home if you're unwell, contagious or caring for someone.
- Keep up with appointments, test results, and regular check-ins.
- Access prescriptions, referrals, and follow-ups for non-urgent issues.
- Speak to your health professional sooner, especially in remote areas.
- Make the most of local services by connecting with specialists elsewhere.



Need help setting up for Telehealth?

The Regional Tech Hub is an Australian Government-funded program that provides free, independent, and personalised advice on all your phone and internet options.

Got questions about any of the connectivity topics in this brochure?

Visit: regionaltechhub.org.au/health for more guides, tips, and tools.
Or call us on **1300 081 029**.

Connected? You're ready for Telehealth

Simple steps to get set up



Free and Independent Telehealth Connectivity Advice

What is Telehealth & when to use it

Telehealth refers to an appointment with your doctor, specialist, or allied health provider using a phone or video.

Video is often a better option because it lets them see you, not just hear you. This can help them check things like movement, facial expressions, or visible symptoms, which makes it easier to give the right care.

You can use telehealth when:

- You don't need a physical check-up.
- You live far from medical services.
- You're short on time or have work commitments.
- You need a repeat prescription.
- Going over test results or follow-up care.

If you've seen your regular doctor in the past 12 months, your telehealth appointment may be bulk billed. Many GPs and specialists now offer telehealth as part of their service.

What do you need?

Using telehealth is easier than you think!

Any device with a camera and an internet connection works. You can use a smartphone, tablet or computer!

What about software?

Some clinics use video apps like Zoom or Microsoft Teams for telehealth appointments. These are free and easy to download and use on most devices.

A stable connection is important

A stable mobile or internet signal ensures a clearer call for both you and your doctor. Try to be somewhere with good reception.

Tips for better signal:

- Using a mobile? Sit near a window.
- On a computer? Connect to Wi-Fi if possible, or plug in your computer to the router using an ethernet cable.
- Turn off video streaming or other devices using the internet during your appointment.

Steps to making a video call with your doctor

Before your appointment

- 1
 - Book your video appointment with your healthcare provider.
 - Check your email or SMS for a link to your Teams or Zoom call.
 - Write down your appointment time.

Getting set up

- 2
 - Use a computer, tablet or smartphone with a camera.
 - Sit somewhere with good lighting, like facing a window.
 - Ensure you're in an area with good internet or mobile signal.

Joining the call

- 3
 - Open the email or text message from the clinic.
 - Click the blue link that says "Join Zoom" or "Join Teams".
 - A window will open - follow the prompts after.

During the appointment

- 4
 - You will see and hear the doctor on the screen.
 - Speak normally - just like in person.
 - Ask questions if you're unsure.

After the call

- 5
 - Make sure you understand your next steps (follow-up appointment, prescription, etc.)
 - Close the app or browser window when finished.

