



MEMBER FACT SHEET

Guide to **telehealth** appointments

To help prevent the spread of COVID-19, telehealth consultations via phone or video have become an ideal way for you and your family to access selected healthcare services.

Telehealth is a virtual consultation with a medical or health practitioner via phone or video conferencing, rather than a face-to-face consult. While traditionally, access to telehealth has been limited, it has become more accessible as a way to minimise the risk of catching or spreading COVID-19.

Many doctors, specialists and allied health professionals are now offering telehealth consultations so you can maintain necessary appointments and receive support for your health concerns without physically attending a clinic.

Who can access telehealth service

As long as you're already covered for a service under your Health plan, have served relevant waiting periods and have remaining benefit limits, you'll be able to claim on a telehealth consultation in the same way you would for an individual face-to-face visit. To check which services you're covered for log in to Online Member Services or via the GU Health App.

A telehealth consultation will only be provided where it is safe and clinically appropriate, so please check with your provider to see if this is something they're able to do.

Access to these services will be in place until 30 June 2020, but we'll be reviewing the pandemic situation to determine if this date should be extended.

Services available

If you have Extras cover, you can claim on telehealth consultations for the following services (provided your cover includes them, and subject to waiting periods and annual limits):

- psychology
- physiotherapy
- dietetics
- speech pathology
- occupational therapy
- exercise physiology
- podiatry

We'll also be considering additional services where it's clinically appropriate and adding them to this list as they become available.

Under your Hospital cover, your rehabilitation and mental health care provided by our Partner Private Hospitals may also be available through telehealth appointments.

All appointments conducted via telehealth are private and secure. Telehealth appointments will not be recorded.



In addition, members with Non-resident cover will also be able to access and claim on GP consultations by telehealth (provided your cover includes outpatient medical services).

Finding a telehealth provider

If you're already seeing a provider regularly, such as a psychologist or physiotherapist, check with them first to see if they're able to offer you a telehealth consultation for your next appointment.



Choose a quiet,
private place
where you won't
be disturbed.

For members seeking a new telehealth-enabled provider, here's a list of third-party search tools to help you connect with telehealth providers across the country. As things are moving quickly, not all services may be reflected here yet but we'll keep this list updated with more resources as they become available.

- Whitecoat – Find telehealth-ready providers, including GPs
- Australian Psychological Society – Find a psychologist
- Australian Podiatry Association – Find a podiatrist
- Dietitians Association of Australia – Find a dietitian
- Speech Pathology Australia – Find a speech pathologist
- Occupational Therapy Australia – Find an occupational therapist

Claiming for telehealth

Before booking your appointment, ask your provider how they accept payment for telehealth in case you need to pay the full cost of the consultation upfront. Unlike attending an in-person consultation, you won't be able to swipe your membership card for an on-the-spot claim.

If you're paying the full cost of the consultation upfront, make sure your

10 tips to make telehealth easy

- 1 Where possible see the health care professional you usually see. The fact that you know each other will make for a better experience.
- 2 Set-up about 10 minutes before your appointment so you can test the video function, if required.
- 3 Choose a quiet, private place where you won't be disturbed.
- 4 Remember, your appointment will run in a similar manner to a face-to-face appointment so be on time but be prepared to wait. If a video meeting has been set-up, log on and wait for the health professional to join you. If your provider will be consulting via the phone, keep the phone free to take the call. Be aware the call may come through with no 'caller ID' because he or she may be calling on their personal phone.
- 5 You can invite a family member, friend or carer to be with you, if you wish. Just advise the health professional of the person's presence.
- 6 Before the appointment, make a list of questions you want answered and prioritise them in case you run out of time.
- 7 If you know that you need a prescription, pathology tests or a referral to a specialist, make sure you request it early in the appointment so you don't forget.
- 8 If you haven't already asked how the prescription or referral will be sent to you, make a note to phone your providers' office support staff for clarification.
- 9 It's good to know that neither you, nor your health care professional, are allowed to record the appointment for privacy reasons. But notes will be taken and entered into your file, as is normally the case with a face-to-face appointment.
- 10 When the appointment is finished, take a moment to think about what worked and what you could do better. Consulting a health professional via the phone or video is a new experience for you and your provider so it will help you to gain confidence if you accept that like all new skills, it might take a few times before you feel comfortable.



Connect with a laptop or mobile device.

provider sends you through a detailed receipt, ideally by email. To make a claim, you can then upload your receipt online via Flex-eClaim or by using the GU Health App.

Why cover telehealth now?

COVID-19 is causing disruption around the globe, particularly in how people access and receive healthcare treatment as well as maintain wellness.

We believe it's important you are able to prioritise your health needs, even in the toughest of times, to help maintain your health and wellbeing.

Telehealth available until June 30 2020

We've extended support for telehealth services until 30 June 2020, however, we'll be reviewing the pandemic situation to determine if this date should be extended.

Claim limit for telehealth

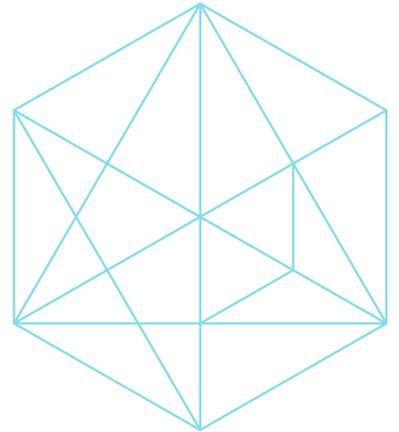
The amount you can claim for telehealth services will depend on your individual health plan. However, benefits remain the same so you can get the most out of your health cover without leaving the house. You can also continue to access face-to-face services where available during COVID-19 and recommended by your healthcare professional. ●

Checklist for virtual appointments

- Connect with a laptop or mobile device (most have a camera, speaker and microphone).
- Ensure you have a stable internet connection.
- Set up in a quiet space and place your device at eye level so you don't have to hold it.
- Sit where light is on your face, not the camera.
- Test using the self-view feature to ensure the view the health professional has of you is suitable. Testing also allows you to check what the health professional will see in the background.
- If you're given a 'join' number, make sure you enter it correctly.
- If your health professional can't see you, check you have selected the video function.
- If your health professional can't hear you check you're not on mute, or turn the mic on.
- If you are unable to connect, phone the healthcare provider.

i Please make sure you read the *Your Membership Guidelines* booklet in conjunction with *Your Cover at a Glance* and *Your Plan Information*, which you would have received in your *GU Health Welcome Pack*.

📞 For further information about your GU Health cover or any queries relating to this document, please contact your GU Health Member Relations Team on **1800 249 966** or email **corporate@guhealth.com.au**



Sources for 10 tips to make telehealth easy and Checklist for virtual appointments:
1. NSW Government Agency for Clinical Innovation
2. Institute of Eating Disorders
3. GPs can website: Dr Gwendoline (Wendy) Burton, MBBS FRACGP (Hon)

April 2020. The information contained within this document is current from the publication date and is subject to change.

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