

Telehealth services for you and your mob

COVID-19

Most Aboriginal Medical Services (AMSs) and General Practices are offering telehealth appointments during COVID-19. Telehealth appointments are convenient and can address your medical concerns without you needing to go into the service for an appointment.



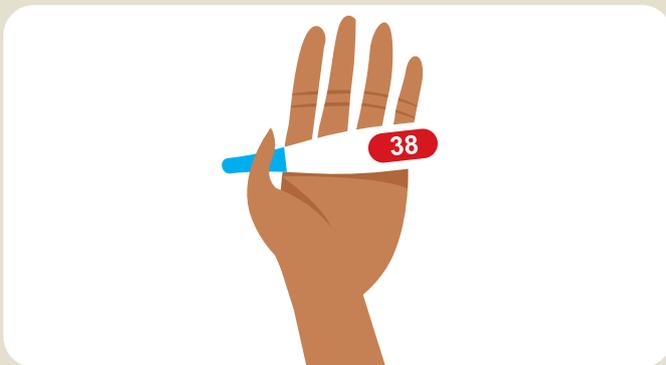
Who is telehealth recommended for?

Anyone can use telehealth. Telehealth is especially recommended for Elders or anyone who is at high risk of COVID-19. If in doubt, call your local AMS and ask whether telehealth is the right option for you.



Will my telehealth appointment be a telephone or video call?

This will depend on the AMS and the services they have available. If you would prefer a video appointment, ask that this is available when booking the appointment.



What if I feel unwell and need to see a doctor or nurse?

If you are feeling unwell or have respiratory symptoms (e.g. fever, coughing, sore throat etc.), your AMS may be able to manage your issue via telehealth, or you may be asked to come to the service in person. If you come into the service in person, call ahead to see if your local AMS can provide you with a mask and protective equipment.



What if I feel ok, but need to see someone to help me sort out some things?

Your AMS can use telehealth to help you manage most issues, such as updating and giving prescriptions or having a yarn about test results. If you need a physical assessment or would prefer to be seen in-person, AMS staff can arrange this for you.

Let's keep our community safe, strong and healthy.

Please visit health.nsw.gov.au for the latest information on COVID-19.

COVID-19
SLOW THE
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How much will telehealth cost me?

There is no extra cost for telehealth, however you (or a parent/guardian) will need to give consent for telehealth consultations to be bulk billed to Medicare. Your AMS can help to cover call costs for a consultation if phone credit is an issue.



Where will information from my telehealth appointment be stored?

Your AMS is required by law to keep a record of all telehealth consultations, just like any other regular visit. If you give permission, your details can also be recorded onto My Health Record, so they are available wherever you go for health care in the future.



How do I prepare for a telehealth appointment?

Speak to your AMS about what equipment will be needed for your telehealth appointment. You will usually require a smartphone or laptop with a camera, microphone, and speaker. Set yourself up in a private and comfortable area with reliable internet connection 15 minutes before the appointment and download / signup for any necessary video-conferencing applications prior to the appointment.



Contact your local AMS

If you have a health issue, call your local AMS and have a yarn about whether a telehealth appointment might be right for you.

To book an in-person or telehealth appointment, call your local AMS and have yarn. Your AMS will work with you to develop a plan so you receive the right care during COVID-19.

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