

Save Time

Video consultations may be an option and may reduce the need for spending hours travelling for specialist consultations.

Reduce Travel

Making travel arrangements with friends and relatives or trying to fit appointment times in with public transport timetables need not be a barrier. Telehealth may reduce your specialist travel requirements.

Save Money

Avoid another trip to the petrol bowser by looking at Video Consultation options.

Consumer Information

Video consultations aim to make it easier for people who have difficulty getting to a specialist or professional, or live in rural and remote areas. By using computer technology like video conferencing and/or Skype it enables people to have appointments with specialists and other professionals without having to travel long distances.

Casterton Memorial Hospital is committed to providing care to the community within the Glenelg Shire. The Hospital can provide an alternative to travelling and offer resources to enable a video consultation between specialist / professional and consumer.



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Casterton Memorial Hospital



Video Consultations - Time, Travel & Money

How do I arrange a Video Consultation?

Video Consultations may be an option for you, however not all specialists offer Telehealth access. The specialist will assess whether Telehealth is clinically appropriate for each of their patients. So, even if you request it, it may still not be appropriate for you. Speak with your specialist and if they agree, they will set up a specific appointment date and time. Come and book your appointment with the hospital and provide contact details of your specialist, so we can confirm computer requirements and set up the links prior to your appointment.

Once we have the information required, all you need to do then is turn up on the day. We can also provide a support person to sit with you if you wish.

What will I need to do on the day?

At CMH, staff will liaise with the service provider about their computer requirements. In most instances, you need only to arrive at the Hospital 15 minutes prior to the allocated time ready for your consultation

As with other appointments, clinics often run behind time and you may have to wait. Be ready anyway, your consultant will appear on the screen to start your consultation.

A video consultation is like any other appointment with your specialist/doctor. Try to:

- Avoid any possible interruptions to your appointment;
- Speak as clearly as possible; and

- Look at the screen.

Please have your mobile phone turned on and handy (if you have one). We will call you if there are any problems with your appointment.

IMPORTANT: If you are unable to attend the appointment please call us to cancel or reschedule, ensuring that your service provider has also been informed.

Who will be part of the consultation?

At the start of the appointment your service provider should introduce themselves and ask that you do the same.

As with a face-to-face consultation, there may be students, trainees or other staff in the consultation. You can always ask for them to leave at any time.

You are always welcome to have a support person with you. If you wish to speak privately with the specialist, ask any other people present to leave the room.

What about privacy?

As with a face-to-face consultation: No one (including you, your GP, other service provider or us) may record the consultation without written consent by all involved.

What about a follow up?

Your specialist will offer a follow-up appointment or further review as needed.

This could be by video consultation again, in person, or with your GP.

This may be arranged during your consultation. Please check with your specialist.

What if I am not happy with the consultation?

As with any consultation, if you are not happy with the outcome or decisions, you can always seek a second opinion. If you do not like the style of a video consultation, you are always welcome to choose face-to-face consultations in the future. You may also ask to stop the video consultation at any time.

Are there any charges?

There may be a small charge for the use of CMH video consultation facilities. These will be discussed with you.

Clinical-based consultations will be billed by your GP or other specialist. You will need to discuss their fee arrangements with your specialist

How can I give feedback?

Please complete the survey form provided after your first video consultation. It is very important and useful to us and the future of video consultations that you share your experiences.