

Telehealth in Emergency

Information for consumers and carers

What is Telehealth?

Telehealth is the use of technology (usually video) to provide healthcare over a distance.

When is Telehealth used?

In emergencies we sometimes use Telehealth to consult with doctors at other hospitals to help provide you or your loved one with the best care possible. The doctors will decide whether a Telehealth consultation would help in providing the best care. Your permission for a video consultation to occur may be requested.

What do I need to do?

Our staff will organise the Telehealth consultation.

If you are well enough to participate, or if you are able to participate to support your loved one, try to:

- look at the screen, and
- speak as clearly as possible.

Who will be part of the consultation?

At the start of the consultation staff will introduce everyone present. As with face-to-face care, there may be students, trainees or other staff present. You can ask them to leave at any time.

If appropriate, a family member or support person may also participate in the consultation.

If you or your loved one has special needs, such as an interpreter, this may be able to be arranged. This will depend on how urgent the consultation is.

What about privacy?

As with face-to-face care no one (including you, family members or healthcare professionals) may record the consultation without the written consent of all involved.

Our staff will keep a written record of the consultation and this will go into your/ your loved one's medical record.

How can I give feedback?

It is very important and useful to us and the future of Telehealth consultations that you share your experiences, and a survey may be provided for you to complete.

We are interested in any feedback about our service and encourage you to provide this, either verbally or in writing. Feedback will be managed in a confidential way.