

## Telehealth

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Telehealth is a safe and effective way of delivery care without physical contact. Telehealth services can include Diagnosis, treatment and prevention.

To be eligible for GP telehealth services, patients must have had a face-to-face consultation with their GP (or another GP in the same practice) in the 12 months before the telehealth service. There are some limited exceptions. ([Telehealth | Australian Government Department of Health and Aged Care](#))

### Resources:

- Continuing MBS Telehealth – Video and Phone Services – click [here](#)
- RACGP Guide to providing telephone and video consultation in General Practice – Click [here](#)
- AHPRA – Guidelines- [Telehealth Consultations with patients](#)

## HealthDirect Video Call

The healthdirect Video Call service is a safe, secure, scalable and sustainable model that is simple and convenient for clinicians and patients to use. It connects people to healthcare services by overcoming the barriers of distance, time and cost.

healthdirect Video Call service is delivered by Healthdirect Australia through the support of Commonwealth and State health Departments. It is free to use for eligible health services and their staff.

healthdirect Video Call includes a multi-way video consulting capability, making it easy to include health specialists, translators, carers and family members who are in other locations.

Clinicians, patients and other participants can access Video Call on any modern device and internet browser. It is a wholly secure environment which leaves no digital footprint from any participants.

For more information, please visit [Video Call | healthdirect](#)

If you would like to register, please contact [digitalhealth@nqphn.com.au](mailto:digitalhealth@nqphn.com.au) or [videocall@healthdirect.org.au](mailto:videocall@healthdirect.org.au)

