PIVOTAL health
Your doctors for "life"

Telehealth COVID-19 Clinics at Pivotal Health

In response to the COVID-19 pandemic Pivotal Health has introduced Telehealth Flu clinics to patients who have flu like symptoms.

These clinics will allow us to reduce the risk of exposure to COVID-19 to our patients, staff, practice and wider community.

We ask that you read the following information prior to consenting to a Telehealth consultation.

Fees

On 13.03.2020 due to the Coronavirus outbreak, Medicare via the federal government introduced bulk billed telehealth item numbers for practices to be used for patients who fall into the following categories:

- people isolating themselves at home on the advice of a medical practitioner, in accordance with home isolation guidance issued by the AHPPC, and people who meet the current national triage protocol criteria for suspected COVID-19 infection after consultation with either the national COVID-19 hotline, state COVID-19 hotlines, registered medical or nursing practitioner or COVID-19 trained health clinic triage staff
- people aged over 70
- Aboriginal and Torres Strait Islander people aged over 50
- people with chronic health conditions or who are immunocompromised
- parents with new babies and people who are pregnant.

People in isolation or quarantine for COVID-19 can see any eligible health provider through new telehealth items. Patients in vulnerable groups can additionally see a health provider via telehealth for a non-COVID-19 matter if they have seen that provider face-to-face at least once in the previous 12 months.

For patients who do not fall into the above categories telehealth visits are not claimable from Medicare and the fee for a standard visit is $45.

Preparing for your appointment

It is important that the practice have your current details including email address.

Our reception staff will send you an email invitation to "attend" your telehealth appointment. We ask that you "accept" the invitation and follow the instructions. This meeting link is unique to you and the telehealth consultation connection is encrypted to ensure your safety and confidentiality.

We ask that you be ready 10 minutes prior to the above mentioned time so that the clinical staff can stay on time. If you encounter any technical difficulties, please call the practice ASAP.

Your consultation

Your consultation with a member of our clinical team will occur in a normal consultation room at the practice to ensure privacy and confidentiality is maintained. The clinician will have access to you electronic health record. The consultation notes will be taken in accordance with our usual practice policies.

If you meet the clinical criteria the clinician may recommend a referral for testing or a prescription, please be aware that these documents will contain some personal information and will need to be sent to the appropriate organisation.

Follow Up

If you are being referred off for COVID-19 testing this means that you will need to self-isolate at home until the results are back. Currently results are taking approximately 48 hours to return. A member of our clinical team will be in contact daily to see how you are feeling and to ensure that you are not deteriorating or require any further medical assistance. They will also contact you via telephone once the results are back.

Please contact us at the practice should you have any queries or concerns during the self-isolation period.

Using Telehealth

Telehealth should only be used for the practice (Pivotal Health) to contact you (the patient). Patients should not use teams to contact the practice under any circumstance as this program is not regularly monitored.

Consent

We ask that complete the Telehealth Consultation Consent form below. Should you not feel comfortable consenting or have any questions, please notify our reception staff ASAP.