

Telehealth Consultations at Pivotal Health

In response to the COVID-19 pandemic Pivotal Health has introduced Telehealth appointments to patients who have flu like symptoms and are at higher risk of having COVID-19. Telehealth at Pivotal Health is offered via telephone or video consultation depending on the doctor and equipment availability.

These telehealth will enable 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 your Telehealth consultation.

Fees

From Monday 30.03.2020 the Federal Government has approved that all Australian's will have access to bulk billed GP telehealth consultations. This means that there is no out of pocket expense to the patient for telehealth visits.

Preparing for your appointment

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

For video consultations we use the web browser based program COVIU which we feel is very user friendly.

If your telehealth appointment is to be conducted via video consultation our reception staff will send you two text messages

1. Confirmation of appointment and link to this document which contains our terms and conditions for telehealth appointments.
2. On the morning of your appointment you will receive a text requesting you to click on the link at your appointment time so that you can your consultation.

If your telehealth appointment is to be conducted via telephone we ask that you be available between 8am-12noon or 1pm – 5.30pm (the reception staff will advise you whether your appointment will be in the morning or afternoon session). We will attempt to give you an accurate time however the GP if time permits conduct the phone consultation in between booked patients.

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 your electronic health record. The consultation notes will be taken in accordance with our usual practice policies.

Should your appointment result in paperwork being produced such as scripts, medical certificates, pathology forms, x-ray forms etc. our admin team will assist the doctor ensuring that these documents are sent to the appropriate people. Please be aware that these documents will contain some personal information.

COVID Testing

If you are being referred off for COVID-19 testing this means that you will need to self-isolate at home for 14 days. 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

Video consultation should only be used for pre-arranged booked telehealth consultations. Patients should not use COVIU to contact the practice under any circumstance outside of booked appointment times.

Billing of Telehealth

Under Medicare requirements of Telehealth all telehealth visits during the COVID pandemic are bulk billed to Medicare meaning that there is no out of pocket expense to our patients. The doctor will ask you to approve/consent to this claim being sent to Medicare at the time of your consultation.

Questions or Concerns?

Should you not feel comfortable having a telehealth consultation or you have any questions or concerns regarding our policies, please call our Practice Manager, Emma Kohler on 3286 1122 or via pm@pivotalhealth.com.au to discuss.