

## **What is telehealth?**

Telehealth is when you use a phone or video call to talk to your health care worker, like a doctor or nurse.

Using telehealth means you can have a health appointment from anywhere you are, even from home. It also lowers your risk of getting sick or making other people sick.

## **This audio message will give you information about using a phone to talk to your health care worker.**

If you are using a phone you will need to make sure you have good reception.

### **Booking your appointment**

When you need to make a health appointment, call the clinic and ask if telehealth is available. Ask the receptionist for information about how they do telehealth appointments. Tell them you want a phone appointment.

Also remember to let the clinic know if you need an interpreter and the language you speak.

For some health problems you may still need to visit the clinic.

### **On the day of the appointment**

5-10 minutes before your appointment, get ready by following the information the clinic gave you.

Find a quiet place to sit.

Talk to your health care worker just the same as a face-to-face appointment. What you say on the phone remains private and confidential between you and the health care worker.

Remember, you can always ask the receptionist or health care worker for help if you are not sure of what to do.

### **After the appointment**

If you need a prescription – ask what to do. It may be sent by the clinic directly to your local pharmacy for you to collect, after your telehealth appointment

If your health care worker decides you need to be seen in person after your telehealth appointment, they'll let you know. They may also refer you for any other tests you might need, and will let you know how and where these will be done.