



TELEHEALTH

ACCESSING ONLINE DIABETES EDUCATION, DIETETICS AND CLINICAL PSYCHOLOGY SERVICES

How does telehealth consultation work?

You will need to have an internet connection and a comfortable and private room to use for your appointment. We use Zoom to facilitate our online consultations. Zoom is widely available and is free for you to use on either your computer, tablet or mobile device. You do not need to have a Zoom account to access telehealth services.

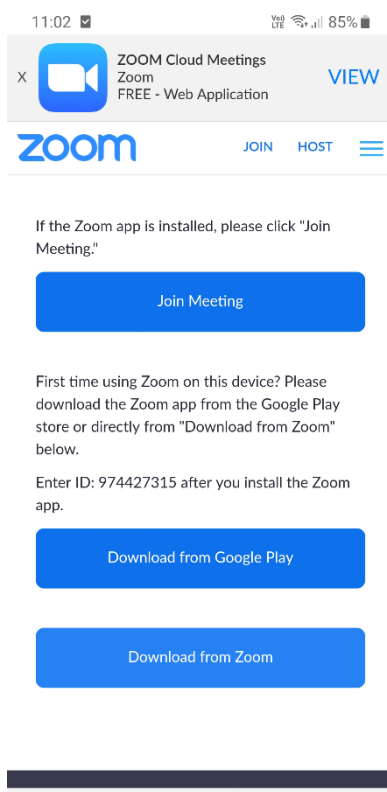
Setting up and accessing telehealth

Before joining a Zoom meeting on a computer or mobile device, you can download the Zoom app from the Zoom download centre <https://zoom.us>, otherwise you will be prompted to download and install Zoom when you click a join link.

You will be emailed an invitation to your consultation as a link via email.

- Each meeting has a unique 9, 10, or 11-digit number called a meeting ID that will be required to join a Zoom meeting
- If you are joining via telephone, you will need the teleconferencing number provided in the invite.


At least 10 minutes before your appointment please click on this link when logged into your email (on your phone or computer), and if you have not already downloaded the Zoom Ap, you will be directed to do so via this screen:



If you have already downloaded the Zoom App, click “join meeting” and you will automatically be directed to the meeting. Please “join with video” if you wish to be seen.

If you are not automatically directed to the meeting, OR if you do not wish to create a Zoom account, then do the following:

1. Open the Zoom desktop client at <https://zoom.us/join>
2. Join a meeting using one of these methods:
 - Click **Join a Meeting** if you want to join without signing in.



Join a Meeting



Sign In

- OR Sign in to Zoom then click **Join**.



Join

3. Enter the meeting ID number that was emailed to you, and your display name.
 - If you're signed in, change your name if you don't want your default name to appear.
 - If you're not signed in, enter a display name.

Join a Meeting

Do not connect to audio

Turn off my video

4. Select if you would like to connect audio and/or video and click **Join**.

A consent form is attached below. Please return this prior to your appointment.

After your appointment

Please call the front desk on **(02) 9157 9095** to pay for your consultation, organise your follow-up appointment and the pick-up or postage of any pathology request forms, scripts and results.

Fees

An initial consultation cost for Diabetes Educator and Dietitian visits is \$150 (45min-1hr) and all follow up appointments are \$90 (30 min). Costs for clinical psychology review are \$240 per visit and \$210 for a follow up.

For face-to-face consultations you can request an EPC primary health care plan from your GP which will enable you to receive a Medicare rebate of approximately \$54 each visit, but this must be organised prior to your appointment, and faxed or emailed to us. Similarly a mental health care plan will enable you to receive rebates of approx. \$124 per visit.

Prices may be subject to change without notice. For more specific costs please speak to our friendly front desk staff.