

1. ****Eligibility for Telehealth Appointments****

- Telehealth is available for ****existing patients**** who have had at least one in-person consultation at our practice in the last 12 months.
- Certain conditions may require an in-person consultation. The doctor will advise if telehealth is not suitable for your healthcare needs.

2. ****Booking a Telehealth Appointment****

- Telehealth appointments must be booked by calling the practice or in person at reception.
- Ensure that you provide an up-to-date contact number and email for the telehealth session.

3. ****Fees and Payments****

- Standard consultation fees apply for telehealth appointments unless otherwise advised.
- Payment must be made at the time of booking or immediately after the consultation. Medicare rebates may be available for eligible patients.

4. ****Accessing the Telehealth Service****

- Ensure you are in a ****quiet, private location**** with a stable internet or phone connection during the appointment.

5. ****Prescriptions, Referrals, and Certificates****

- Prescriptions, referrals, and medical certificates can be provided via telehealth when clinically appropriate.
- These documents can be sent electronically or collected in person from the practice.