



SECURITY AND PRIVACY

Your information and any conversations will be private and confidential, exactly as they would if you were having an appointment in person.

Queensland Health is required by law to keep your health information confidential and private.

Telecare is also governed by the same strict laws and regulations as Queensland Health.

CONTACT US

For further information regarding your video conference consultation, please contact:

Telecare

Appointment bookings/cancellations

P:(07) 2113 3776

F:(03) 8677 9399 (area code required)

E: hello@telecare.com.au

Mackay Base Hospital

Healthcare questions

P:4885 6790

F:4885 7559

Published by Mackay Hospital and Health Service

Queensland Health, June 2022

© The State of Queensland, Queensland Health, 2022

Version: 1

Review Date: July 2023



VIRTUAL health



MACKAY TELEHEALTH



Patient Information



What is telehealth?

Mackay Base Hospital provides specialist telehealth services for a variety of specialties. These appointments and clinics can be delivered both to our rural facilities from Mackay Base Hospital and from tertiary centres throughout Queensland to Mackay Base Hospital and rural facilities. Your GP has referred you for specialist medical assessment at Mackay Base Hospital. Sometimes the specialist is not in Mackay. The hospital uses a video system that reaches specialists outside of Mackay providing a service which enables patients to stay in their home town.

You will be in a closed consulting room with a doctor or nurse present with you. The specialist (who may be anywhere in Australia, but never overseas) will chat with you via the TV and microphone in front of you. You do not have to operate any of the controls.

The doctor or nurse with you can help the specialist by taking your blood pressure (for example) or examining a part of you while the specialist watches. Notes about the consultation are made by the specialist and the doctor or nurse with you, then put into your hospital record. A letter is then sent to your GP because they have referred you.



About Telecare

This is the name of the service that provides video conferencing care for some medical sub-specialties on behalf of MBH. Telecare is one of Australia's largest specialist telehealth providers, with a panel of over 100 physicians across 33 specialties. Telecare operates nationwide, with a focus on regional Australia.

A contract between Telecare and MHHS outlines how this service is provided. The contract deals with standards of service and confidentiality. It guarantees the same level of care as if the service was occurring at MBH. The contract has been carefully reviewed by the MHHS legal department and Queensland Health Contracts Management Unit.

Telecare will:

- Arrange an appointment with you
- Send reminders before your appointment
- Contact you via SMS, email and/or phone as needed to make these arrangements. Calls will be from (07) 2113 3776

Mackay Base Hospital will:

- Ensure all clinical information about you is ready for the consultation (for example, pathology results). You may receive a call from our nurse regarding any outstanding results you will need for your appointment. Calls from MBH are from a 'private number'.
- Provide a local clinician to be with you during your consultation.

What to expect

If coming to a hospital facility

When you arrive for your telehealth appointment, you will be shown into a private room where the videoconference equipment is set up.

You will meet your local clinician and will be seated in front of a TV with a camera, where you will see and speak to your specialist.

If you need to be examined, your local clinician will be there to carry out the examination on behalf of the specialist.

If using your own device

Telecare will send a link to your nominated device. Prior to your scheduled appointment time, you will need to click on the link to connect with the specialist and local clinician.

Please ensure you are located in a quiet area with good lighting, you position yourself clearly in the middle of your screen (have your device on its side to fill the entire screen) and your device's volume is turned up (or headphones are plugged in).

The local clinician and specialist will dial into the appointment, where you will see and speak to them. If you wish to have someone with you during your appointment (eg. a family member or carer), they can also be present or join remotely via video link. Your specialist will ask you questions and you will be able to talk to them exactly as if you were talking to them in person.