

## What do we offer?

MHHS provides outpatient telehealth services for over 30 specialties.

Telehealth consultations are provided from Mackay Base Hospital to our seven rural communities (Bowen, Proserpine, Collinsville, Moranbah, Clermont, Dysart and Sarina) and to Mackay Hospital and Health Service (MHHS) from other telehealth providers in Brisbane and Townsville.

## 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.



## For more information



Visit our website  
[www.mackay.health.qld.gov.au](http://www.mackay.health.qld.gov.au)



Like the MHHS Facebook page  
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# Virtual Health

## Telehealth

### Information for patients



# Virtual Health



## What is Telehealth?

Telehealth is an easy, safe and secure way for you and your specialist or other health professional to see each other and communicate in real time without being in the same location.

It can be done via video conference (VC):

- from your local hospital
- with your General Practitioner (GP)
- at your Residential Aged Care Facility (RACF) or
- anywhere using your own device.

Mackay Hospital and Health Service (MHHS) 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.

## Who is it for?

Telehealth is suitable for many patients, if deemed clinically appropriate.

## What can I expect during a Telehealth appointment?

You can expect to receive the same service from your Telehealth appointment as you would from an in-person appointment.

## How can Telehealth benefit me?

Every patient's situation is different, but in general the benefits of telehealth are:

- convenient access to specialist care
- reduced travel time and costs
- reduced absence from work
- care received close to home/work.

## How do I request a Telehealth appointment?

When you receive an outpatient appointment offer, ask if it can be done via telehealth.

Alternatively, at your next outpatient appointment, ask your clinician if telehealth is a suitable option for your future appointments.



**Vi**RTUAL health

## What equipment do I need to use my own device?

The Queensland Health Telehealth Portal can be used from within a web browser on your:

- PC
- laptop or Mac or
- through the PEXIP app on your iOS device (iPad/iPhone) or Android device (Tablet/Phone).

Your device must have a:

- camera that faces you
- microphone
- speakers (headphones can be used)
- internet connection (at least 0.4Mbps for both download and upload).

To test your internet connection, go to <https://www.speedtest.net/>. A 15-minute video conference will use approximately 130 megabytes of your download limit.

