

As with all appointments, if your clinician is delayed you will need to wait in a virtual "Waiting Room". This will not use your data.

- > When your appointment starts a WCHN staff member will appear on the screen of your device.
- > There will also be a smaller "self-view" picture on the screen. This shows you what the WCHN staff will be seeing.
- > You will be able to talk to the WCHN staff exactly as if you were talking to them in person.

After your appointment

- > The clinician will discuss with you any next steps including follow-up appointments.

Do you already have a video call appointment booked but want to reschedule?

Contact the clinic using the telephone number provided on your appointment confirmation letter.

You should also contact this clinic if you need more information about what to do to participate in the video call appointment.

Feedback

We will be assessing this service and your experience. Following your consultation, you will be immediately directed to an online satisfaction survey. We are interested in honest feedback and we would be grateful if you would consider sharing your thoughts with us.

Who can I contact about starting to use video call appointments?

If you are a public health consumer, the details for who to contact will be on your appointment confirmation letter.

When making a referral, your GP can request that video call is the preferred method for your specialist appointments, where appropriate.

Discuss your ideas about this with your GP when talking about referral to WCHN.

For more information

TeleHealth Manager
Women's and Children's Health Network
Telephone: (08) 8161 9560
E-mail: Health.TeleHealthWCH@sa.gov.au



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Specialist Video Call Out-Patient Appointment at WCHN

Information for Consumers and Carers



Government of South Australia

Women's and Children's
Health Network

What is a Video Call?

We are offering video consultations to some patients who have been identified by their healthcare professional as someone who may be suitable for this type of appointment. A video call uses telecommunication technology, using mobile phones, tablets or computers.

When is video call useful?

Video call appointments at WCHN provides a different option for you to access care, saving travel time and providing direct access to specialist clinicians.

What services is video call recommended for?

Video call can be used for various specialist appointments including general medicine and surgery, oncology, rehabilitation, diabetes, chronic pain management and much more.

Video call will use your data

If you are attending your video call appointment at home or on a mobile device: downloading and installing applications and using your computer or device for a video call appointment will use data and may require download costs from your internet service provider.

What about privacy and confidentiality?

Video call appointments are as private as in-person appointments. Similar to any normal face-to-face appointment with a clinician, private or sensitive treatment issues can be discussed. Your clinician will be in a private room and privacy and confidentiality are maintained at all times.

Clinical records are documented in the usual way by your clinician, in the medical record.

Additional staff are not permitted in consultation rooms without patient consent, and consultations are not recorded. If you do not consent to using video call for your appointment, please speak to your clinician for more information.

What happens in a video call Appointment?

Everything that would happen in an appointment you attended in the same room as your clinician, with the only differences being:

- > You will be interacting with your clinician over the internet, in the privacy of your own home, and
- > You will need to have ensured your clinician has received any information required from other providers (x-rays, test results, reports or letters) prior to attending the appointment.

Language support

Video call appointments are able to support the use of interpreting services via videoconference. If you would like to access an interpreter during your appointment, please let a member of staff know.

What is the appointment process?

Before your appointment

Your clinician will discuss the reasons that video call could be suitable for your appointment, and answer any questions. If you agree to participate your clinician will book the appointment just like any other appointment, and will attend the appointment on the day.

You may also like to have a family member or carer with you during the appointment. You will need to provide consent for this if they remain in the room with you during your appointment.

During your appointment

Just like a face to face appointment in the same room, how long your appointment takes depends on what you need to talk about with your clinician. It will likely take longer if it is your first appointment.