



Health at home

How to stay healthy with Telehealth

What is Telehealth?

Telehealth is where you talk to a clinician over the phone or via a video link on your computer or phone. This type of consultation can be just as effective as seeing your clinician face to face as they can hear you, speak to you and, in most cases, see you while you talk about your health concerns or questions.



Telehealth can be done from your own home

Phone or video consultations allow you to stay at home while you speak to your clinician. They are private and safe ways for you to continue to receive the healthcare that you need.

How does Telehealth work?

A Jean Hailes receptionist will arrange a booking for you, just like a standard face-to-face consultation. If you are doing your consult via video, you will need a laptop or smartphone with a camera. You will be emailed a link to a videoconference platform called Zoom. You simply click on the link and the Zoom meeting session will open. Your clinician will be waiting for you to join her or him. If you're speaking to your clinician via phone, you will receive a phone call from your clinician.



You take control of your health

With the guidance and support of your clinician, most of your immediate health needs can be met through Telehealth. If they can't be met this way, someone from the Jean Hailes clinic will call you to discuss how your healthcare needs can be met. Costs will depend on the type of consultation and will be provided to you when you make a booking. To make a booking, please call us on **03 9562 7555** or **1800 JEAN HAILES (532 642)**. Or email us at clinic@jeanhailes.org.au