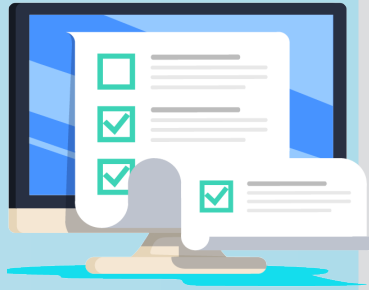


# COVID-19 Telehealth Consulting Patient Information Sheet

## Prior to your appointment



Test your system. Are your camera, microphone and speakers working correctly?

Have your preferred Pharmacy contact details handy

You may be sent a Patient Consent form

Find yourself a quiet space with good lighting and privacy if needed



Switch off other distractions such as a radio and TV

Have a pen and paper ready so you can make notes

Have your clinic contact details handy in case you need to call them

Be ready to log in to appointment a few minutes early.

## During your appointment



Your Healthcare Provider will confirm your identity

Your consent to use telehealth will be confirmed

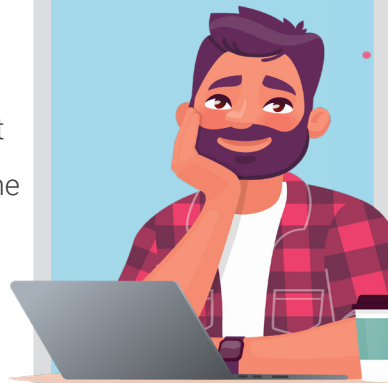
Your Provider will confirm your permission to share your details with your nominated Pharmacist

You may be required to attend the clinic for testing and follow-up

Make notes on clinic protocols you need to follow

No video or audio should be recorded without your permission.

## After your appointment



Do not hang up unless instructed

The Reception staff may provide further details or make another booking

Contact your nominated pharmacy to arrange payment and collection of prescription

Continue to self-isolate and follow medical advice.



## Privacy and Confidentiality:

The privacy and confidentiality standards that apply to face-to-face consultations also apply to telehealth consultations. Telehealth services using secure platforms can provide that privacy and confidentiality

Appointment with: .....

Appointment date: .....

Appointment time: .....

**phn**  
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