



TELEHEALTH—Frequently Asked Questions

WHAT IS TELEHEALTH?

Telehealth can be an easy way to have a meeting with your health worker (clinician) over the phone or via video chat. This can be done using a landline, mobile phone, smart phone, tablet or computer. The systems we use ensure your privacy is maintained as if you were here in a clinic room with your health worker.

WHY IS GATEWAY HEALTH USING TELEHEALTH?

At the moment it is difficult for us to be able to see everyone in their homes or at the clinic because of the current COVID-19 (Coronavirus) pandemic. Telehealth is a way that we can make sure clients are able to access health care when face-to-face meetings are not possible.

HOW DOES TELEHEALTH WORK?

Your health worker will talk to you about your telehealth options. These will depend on what you have available to use at home.

WHAT WOULD I NEED TO ACCESS TELEHEALTH?

- Landline or mobile phone (for a phone consult only)
- Smart phone, tablet or computer with access to a camera and speakers
- Internet that will allow you to video chat for the length of your session (usually 30-60mins)
- A quiet space free from distractions where you feel comfortable to discuss your health
- Someone to help you set-up the meeting if required

WHO IS TELEHEALTH SUITABLE FOR?

Your health worker will have a talk with you to decide if telehealth will work for you. It may be suitable for you if you are;

- Self-isolating
- Unable to travel to appointments
- Aged over 65 (Aboriginal and Torres Strait Islander people aged over 50)
- Have a chronic condition or are immunocompromised
- Parents with new babies and people who are pregnant.
- Your health worker is unable to provide a face-to-face service

WHAT DOES THIS MEAN FOR ME?

If you think you are eligible to see your health care provider via telehealth or would like to know more please contact us on 03 5723 2000 or email info@gatewayhealth.org.au.

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