

Telehealth Terms and Conditions

What will happen on the day of your Telehealth appointment?

Tele-dermatology consultations aim to review a lesion of concern, **NOT** to perform a full skin check. Using video conference or alternatively, phone call and sending images via DermEngine or email, the doctor will assess the lesion and determine if it needs an urgent review by an on-site doctor or it can wait until the routine skin check.

- **Patients who have a Molescope** will be able to send the dermoscopy images directly via DermEngine.
- You will be bulk billed **ONLY if you have a referral letter** addressing your new lesion of concern.
- If you do not have a referral letter, there will be a private fee equal to the scheduled Medicare fee of **\$90**. **There is NO REBATE available for this..**

We want you to make sure you are aware that:

- Video consultation will not be exactly the same, and may not be as equal to a face-to-face consult.
- Technical issues could occur that can affect the quality of a video visit.
- We are using **Zoom platform** (<https://zoom.us>) therefore, you will need to have installed **Zoom**, and have a device with a camera and microphone. Using phones for these consultations is discouraged as it can cause limitations during the consultation, e.g., between holding the phone up and showing the lesion at the same time.
- We will ask you to **pay for the consultation ahead if you are in a private setting without a referral**, and will take payment over the phone with your nominated credit card.
- **If we cannot connect at the agreed time**, we will arrange another time to try again. This will be done only once.

PLEASE NOTE: No refund is available after initial payment as this covers costs for the time required by the staff and doctor set aside for your appointment.

If the video visit does not achieve everything that is needed, you will be given a choice about what to do next. This could include a second video visit or a follow-up face-to-face visit.

Please be assured the practice has been set to minimise your risk of contamination if an on-site visit is required, and you will be sent information regarding measures in place.

You can change your mind and stop using video consultations at any time, including in the middle of a video visit. This will not make any difference to your right to ask for and receive health care.

By acknowledging the Terms and Conditions you are confirming you understand the limitations of a health service provided online and the alternatives available, and are happy to proceed.