



Video Consultations

Frequently asked questions

How can I have a video consultation with my specialist?

To have a video consultation with your specialist, you must be referred by your GP and the doctors must consider it safe and suitable for you. Video consultation is available at BrizBrain & Spine, however please note that Dr Geoffrey Askin and Dr Lindy Jeffree do not offer this service.

Do I have to participate in a video consultation?

No. You are able to attend a face-to-face consultation with your specialist if you prefer. A video consultation will only happen if your doctors consider it safe and suitable and you are happy to have a video consultation.

What equipment is required for video consultations?

Patients are required to find access to a computer with webcam, speakers, microphone and software for the video consultations to occur.

BrizBrain & Spine uses Skype to conduct video consultations. If you do not have Skype, please download it [here](#).

Who will arrange the video consultation?

BrizBrain & Spine secretaries will liaise with you to discuss the requirements and details of the video consultations with one of our surgeons.

What if I need to cancel my appointment?

Video consultations require a lot of coordination at our end and preparation for our surgeons, so please try to keep your video consultation appointment. If you need to cancel, please let us know immediately, because rescheduling video consultations is more complicated than rescheduling a face-to-face appointment.

How should I prepare for a video consultation appointment?

You can help get the best from a video consultation by following these simple steps:

- arrive at least 15 minutes early to allow for preparation time
- avoid wearing brightly patterned or reflective clothing as this may not show up well on camera
- switch your mobile off or to silent mode
- speak clearly so your voice can be picked up by the microphone
- look at the camera so you can achieve good eye contact with the specialist
- if you have a question or need help during the video consultation, just ask.

What happens at the video consultation appointment?

You and your surgeon will be on a TV/video or computer screen at each end of the video consultation.

At the start of the consultation everyone will introduce themselves and the reason for the consultation will be explained. You will be asked some identifying questions such as your name, address, and date of birth to make sure the right patient, right doctors and right health records are present. The specialist will speak with you and ask you questions in the same way as they would at a face-to-face consultation.

Who will be present?

Apart from yourself and the specialist, nobody else can be present unless you agree to this in advance. It is your choice whether you agree to have other parties present.

As with a face-to-face appointment, your spouse, partner, family or friend may accompany you if you wish.

What if I want to have a private discussion with my specialist?

You may ask other parties present to step out of the video consultation at any time if you wish to have a private discussion with your surgeon and they will do so provided they think your safety is not at risk.

How private is the video consultation?

The same privacy and confidentiality requirements that apply to face-to-face consultations apply to video consultations.

What if I have special needs?

If you have special needs such as an interpreter or a wheelchair, please let your BrizBrain & Spine secretary know and they will make a note of these when your consultation with your surgeon is confirmed.

Will the video consultation be recorded?

No. Our practice does not record video consultations and we do not give patients permission to make their own recordings of a video consultation. If your surgeon or your GP thinks it would be helpful for your treatment to record particular images during your video consultation, they would first seek your written permission to do so and they would ask you to repeat your consent on camera.

Am I eligible for a Medicare rebate?

Medicare rebates for video consultations are available to patients from remote and regional, areas as well as patients of residential aged care facilities or Aboriginal medical services anywhere in Australia. If you fall into one of these patient categories and are privately billed, you will be eligible for a Medicare rebate.

What if I have questions?

If you have any medical questions about whether a video consultation may be suitable for you, please talk to your GP.

If you have any general questions about how video consultations work, please talk to our one of our secretaries.

Where can I get more general information about video consultations?**For more information about patient eligibility and payments**

Contact [Medicare Australia](#)

Phone: 1800 222 032

Email: telehealth@medicareaustralia.gov.au

MBS online – Connecting Health Services With the Future: Overview for Patients

www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/connectinghealthservices-patients

MBS online – Connecting Health Services With the Future: Questions and Answers for Patients

www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/connectinghealthservices-patients-QA

This document has been adapted from the RACGP “Patient information brochure on video consultations template”, available on their website <http://www.racgp.org.au/>