

Telehealth consultation consent

[Practice name] · [Address] · [Phone] · [Email]

This form explains how telehealth consultations work at [Practice name] and asks for your consent. Please read it, ask us about anything you're not sure of, and sign at the end. You can change your mind at any time.

1. What a telehealth consultation is

- A telehealth consultation is an appointment by video or phone instead of in person. We use [video platform], which opens in your web browser. You don't need to download an app.
- At the start, your practitioner will tell you who they are and check who you are, usually by asking your name and date of birth.

2. What telehealth can and can't do

- Your practitioner can't physically examine you by video or phone. If they decide you need to be seen in person, they'll tell you and help you arrange it.
- Telehealth isn't right for every problem. You can ask for an in-person appointment [with us / with another provider] instead, or choose not to use telehealth.

3. Before your appointment

- Find a private, quiet place with good light, where other people can't overhear.
- Check your phone, tablet or computer is charged and that your camera, microphone and internet are working.
- At the start of each consultation, tell us where you are and the best number to call you on.
- Tell us if anyone is with you. We'll introduce everyone and check you're happy for them to be there. You're welcome to have a support person.
- If you'd like an interpreter, tell us when you book. We can arrange a free interpreter through TIS National.

4. If the connection drops

- If the video or call drops, we'll call you back on the number you gave us. If we can't reconnect, we may finish by phone or book another time.

5. Emergencies

- Telehealth isn't for emergencies. If you have a medical emergency, call 000.
- Before the consultation ends, your practitioner will tell you what to do if your symptoms get worse.

6. Privacy and recording

- We handle your health information under the Privacy Act 1988 and our privacy policy: [link to privacy policy].
- [Video platform] is hosted in [country]. [Add what details are shared with it, for example your name and mobile number.]
- We take reasonable steps to keep consultations private and secure, but no technology is completely without risk.
- We don't record telehealth consultations. [If your practice does, change this and use the optional recording consent below.]
- Please don't record the consultation without asking your practitioner first. They may say no.
- [Optional] Your practitioner may use an AI scribe to help write their notes. [Explain whether audio is kept and for how long.] You can say no, and it won't affect your care.

7. Fees and Medicare

- [Your fees. For example: telehealth consultations are bulk billed for eligible patients. Or: our fee, the Medicare rebate, and your out-of-pocket cost.]

- Medicare rebates for telehealth have eligibility rules. Usually you need to have seen [our practice] in person in the last 12 months, or be registered with us in MyMedicare. If you're not eligible, or you're overseas, Medicare won't pay a rebate and the full fee applies. We'll tell you before your consultation if that's the case.
- You pay for your own internet and phone data.

8. Scripts, referrals and test requests

- We'll send prescriptions as an electronic script (eScript) by SMS or email, and referrals and test requests [by email / directly to the provider]. Tell us if you'd like a script sent to a particular pharmacy.

9. Sharing with your other health providers

- With your agreement, we'll send a summary of your consultation to your usual GP or other treating practitioners.

10. Your rights

- You can withdraw your consent to telehealth at any time.
- If you're unhappy with your care, please talk to us first: [contact details]. You can also contact the health complaints commissioner in your state or territory, Ahpra about a practitioner's conduct, or the Office of the Australian Information Commissioner (OAIC) about privacy.

Your consent

Please tick each box that applies.

- ☐ I have read this form, or had it explained to me, and I've had the chance to ask questions.
- ☐ I consent to having consultations by telehealth with [Practice name].
- ☐ I understand the fees and how Medicare applies.

Optional

- ☐ Optional: I consent to my practitioner using an AI scribe during my consultations.
- ☐ Optional, only if your practice records: I consent to my consultation being recorded for [purpose]. I understand how the recording will be stored and that I can withdraw this consent.

Patient

Patient name _____

Date of birth _____

Signature _____

Date _____

If someone is signing for the patient

Your name _____

Relationship to the patient _____

Signature _____

Interpreter used: Yes / No Name or ID: _____

Practice use only

Consent obtained by _____

Date _____ Method: Signed form / Verbal, documented in clinical notes