

Outpatients Program

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Telehealth enables patients to attend their outpatient appointments via web-based video call from their home or local health service. Alfred Health endorses the use of telehealth conducted via video call, as a way to deliver safe, clinically appropriate, and high quality services in an outpatient setting.

Telehealth resources

Staff log in



Log in to your [Health Direct account](#) using your Alfred Health staff email address.

- Make sure you open this link in your Google Chrome web-browser
- No generic accounts allowed

Account issues? Contact telehealth@alfred.org.au or Genna Burrows on x60941

Basic video call tasks



These infographics show you how to use video call for consultations and meetings:

- [Provide consultations to patients](#)
- [Join a call in the online waiting area](#)
- [Hold a meeting](#)

Current telehealth enabled services

- Allergy and Asthma
- Burns Liaison Nurse
- Cardiology and Heart Centre
- Cystic Fibrosis
- General Medicine (Sandringham)
- HARP - General Medicine
- Infectious Diseases (regional service)
- Inflammatory Bowel Disease
- Lung Transplant
- Neurology
- Pre-admission Clinic
- Renal multidisciplinary clinic
- Thrombosis

Toolkit



This toolkit has extra information on:

- [Getting started](#)
- [Making a telehealth appointment](#)
- [On the day - managing a consultation](#)
- [Meetings and education sessions overview](#)
- [Meeting rooms - step by step](#)

Guidelines



Telehealth guidelines will be available on Prompt shortly.

Billing



A telehealth appointment conducted via video call to certain geographic areas in Australia may be eligible for MBS benefit.

- Please view the [Medicare and telehealth billing infosheet](#) for more information.
- You can use the [Doctor Connect map](#) to identify which patients are eligible for MBS funding. MBS benefits are only available for telehealth services provided to patients located in RA2-4 at the time of consultation.
- Exceptions to this rule include residential aged care facilities and Aboriginal Medical Services.

Set up and troubleshooting



The [set up and troubleshooting](#) page helps you set up telehealth for the first time and outlines basic requirements (e.g. devices and equipment).

For video call help, please see:

- [Basic troubleshooting infosheet](#)
- [Quick reference guides](#)
- [Advanced troubleshooting resources](#)

For problems with your internet connection or hardware, please contact the ITS helpdesk.

Need more help? Contact telehealth@alfred.org.au or Genna Burrows on x60941

Frequently asked questions

How can I use telehealth?

Telehealth can be used in a number of ways by Alfred Health staff, including:

- Outpatient consultations direct to patients in their home
- Outpatient consultations direct to patients in a local medical clinic, with support from local GPs, nurses, or other health professionals
- Education and professional development, between Alfred Health and others across the health system
- Patient education and support
- Meetings and case conferences

How do I start using telehealth in my clinic?

Please contact telehealth@alfred.org.au if you would like more information about how telehealth works or how it could be used in your clinic.

The telehealth team will work with your team to help design and set up the service.

The telehealth team is part of the Outpatients Program, with a focus on supporting telehealth in specialist clinics.

Can I request support for a one-off telehealth appointment?

Yes, support can be provided on a case-by-case basis.

If travel to Alfred Health poses a clinical risk to a patient and a video consultation can provide an appropriate standard of care, one-off telehealth appointments will be supported. Please contact telehealth@alfred.org.au.

Why use telehealth?

Telehealth can assist with increasing access to clinical services for people in regional and remote areas. The telehealth team is working to make telehealth a viable way to deliver health care at Alfred Health, in order to:

- Improve outcomes for patients accessing Alfred Health state wide and specialist services
- Improve efficiency in the way health care is delivered across state wide and specialist services