

Your dermatology telehealth appointment

A FIVE STEP GUIDE: WHAT TO THINK ABOUT AND HOW TO PREPARE

- 1 MAKING YOUR APPOINTMENT**
Phone to book. Discuss any concerns. Ask about cost. You can have a family member, carer, support person or interpreter join you for the appointment.
- 2 PROVIDING YOUR HEALTH INFORMATION AND PHOTOS**
You or your GP may need to send a referral letter and/or a photo of the affected area of your skin.
- 3 GETTING READY FOR YOUR APPOINTMENT**
Think about the questions you want to ask. Find a quiet space and have your health information with you. Set up your devices and technology.
- 4 DURING YOUR APPOINTMENT**
Speak clearly. Ask questions. Say if you cannot hear or understand.
- 5 AT THE END OF YOUR APPOINTMENT**
Check the next steps. Repeat back any actions and ask about prescriptions, tests, information and where you can find support.

A telehealth appointment is like a face to face appointment except it happens by phone or video chat.

If you are not sure telehealth is right for you, talk to your dermatologist.

It can be from the comfort of your own home or from your GP's office.

It is safe, convenient and confidential. You can usually use your mobile phone, tablet, iPad or computer.

This is your appointment and your health. Think about how comfortable you feel having a phone or video appointment. If you have any questions or concerns talk to your dermatologist or their staff.



1

MAKING YOUR APPOINTMENT



Phone the dermatologist's clinic. You can ask your GP or nurse to help you.



Ask how much it will cost and when you will have to pay.



You may have to fill out and sign a consent form to say you give permission to have your appointment by telehealth.



You can have a family member, carer or other support person to join you for the appointment.



You can use interpreter services.

2

PROVIDING YOUR HEALTH INFORMATION AND PHOTOS



If your GP has referred you, you or your GP will need to send the referral letter to the dermatologist.



Your dermatologist may ask you or your GP to take a photo of the affected area of your skin and send this to them.



Telehealth is not always suitable. After looking at your health information and photos, your dermatologist may ask you to have a face to face appointment at their clinic.

3

GETTING READY FOR YOUR APPOINTMENT



Think about the questions you want to ask and write these down.

You can use the appointment note page at the end of this guide.

For some **great questions** see:

Choosing Wisely Australia® choosingwisely.org.au/5questions

Healthdirect healthdirect.gov.au/questions-to-ask-your-doctor



Find a well-lit, quiet space. For video chats, try not to sit with a bright light or window behind you.



Have a pen and paper to take notes.



Have any health records, test results, reports, and the names of all of the medicines you take with you.



Set up and start any technology/devices you are using (e.g. mobile phone, iPad, computer). Test your camera, speaker and microphone.



If you have someone with you, make sure you can both be seen.

4

DURING YOUR APPOINTMENT



Speak clearly so your voice can be heard by the dermatologist. Don't speak too fast or quietly.



Tell the dermatologist if you can't hear or understand what they are saying. It's ok to ask them to explain something again.



Ask questions and write down any important information or advice the dermatologist tells you.



Answer your dermatologist's questions. They need all the information to make a diagnosis. This way they will know how to help you and your treatment options.



Be honest if you want to talk to the dermatologist in private. You can ask the other people to leave the call at any time.

Privacy tip: Like any appointment with a health provider, your privacy is protected. Do not record the appointment. If there is a reason why you need to, you must get your dermatologist's permission before recording. Secretly recording a private conversation is not lawful in many States and Territories.

5

AT THE END OF YOUR APPOINTMENT



Make sure you understand the next steps. Ask if you are unsure or want more information.



Repeat back the actions for you and your dermatologist to help you both remember.



If you have just been diagnosed with a condition, ask where you can find information and support.



Ask about prescriptions, blood tests or receipts for claiming a Medicare rebate. If there is a rebate you may need to ask for this.



Make your next appointment if you need one.

Patient support groups provide practical and emotional support to people with chronic skin conditions, their carers and families. For contact details visit the [Australasian College of Dermatologists support group directory](#).

For more information on prescriptions and telehealth, see Australian Government factsheet, [Helping you get your medicine if you are confined to your home at www.health.gov.au](#).

You can use the appointment notes on the next page to record your important questions, information and next steps.



