

ECU Student Health Services

How to book your Telehealth appointment

As part of the Australian Government's response to COVID-19 we are able to bill Telehealth services. All Medicare eligible Australians and overseas health fund participants can now receive these services.

Telehealth is a medical appointment conducted by video consultation or telephone. It allows you to access a medical practitioner while not having to travel to the clinic.

There are 3 options for you to book Telehealth (phone/ video) appointments with the ECU Health Services.

Option 1: Register with HotDoc

Register by HotDoc by downloading the HotDoc app via Apple Store or Google Play.

Option 2: Go to ECU student intranet website

<https://intranet.ecu.edu.au/student/support/student-health>

1. Please read the section on 'COVID-19 Clinics Western Australia' before making any booking
2. Scroll down and select 'Book appointment online- Joondalup Campus'
3. Click the green 'Book Appointment' button

Click through the screens and answer the questions.

- Who are you booking for?
- Are you an existing patient?

When asked 'What is the reason for your appointment', select 'Telehealth (Phone Consult)'.

After reading the statement about time scheduling, press 'continue' you'll be taken to a screen to select a doctor.

4. Choose a doctor and an appointment time from those available.
5. Follow the prompts to add your details.

Option 3: Phone Reception

Call Joondalup Student Health Service on 08 6304 5618 and speak to the receptionist about making an appointment.