

Telehealth/Video Consultation Student Health Service Information

Telehealth /video consultation involves the provision of services provided by the ECU Student Health Service via telephone or video conferencing.

I understand that:

1. The same confidentiality and disclosure policies of a face-to-face session apply in a telehealth/video session. I have the right to withdraw or withhold my consent to this at any time.
2. Aside from routine notetaking, ECU Student Health Service will not make any recordings of telehealth/video sessions, or use material from our consultation, for any purposes other than service provision and consultation with colleagues. Any personally identifiable images or information will not be distributed without my written consent.
3. To respect the privacy of my Doctor, I will not make any recordings of telehealth/video sessions. If I wish to make any recordings, I will discuss with my Doctor and obtain their written consent.
4. I am responsible for providing the device I use for telehealth/video consult (e.g. phone, laptop, software, data) and ensuring it is secure (e.g. up-to-date virus protection, passwords).
5. Telehealth/video -based health consultation pose some limitations on the Doctor being able to manage medical emergencies, if a medical emergency occurs I will:
 - a. Phone 000
 - or
 - b. Go to the Emergency Department of my local hospital
6. If I do not answer my phone or present to my video conference meeting within the first 10 minutes of the scheduled appointment time, it will be considered a missed appointment. For telephone appointments, my Doctor will make two attempts to call me. If I miss my appointment, I can call reception on 6304 5618 (Joondalup) or 9370 6814 (Mt Lawley) to reschedule. I accept this will be my responsibility. I understand missed appointments will attract a service fee.

If the telehealth/video connection is lost:

1. The Doctor will make two attempts to call back. If I cannot be reached, I will contact the Health Service to reschedule
2. I will be required to provide my name, date of birth, phone number and address to the Doctor at the start of each session in case of the above