

# Telehealth consultations in the ECU Health Service



## Your health care is important to us

Telehealth consultations involve the provision of health care services provided by via telephone or video calls. For the purposes of this document, we will refer to telephone and video calls as 'Telehealth'.

I, the patient, understand that:

- 1) The same privacy, confidentiality and disclosure policies of a face-to-face session apply in a telehealth consultation. I have the right to withdraw or withhold my consent to this at any time.
- 2) Aside from routine notetaking, the health care professionals at the ECU Health Service will not make any recordings of telehealth consultations, 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. We do not use AI technology to transcribe consultations.
  - (a) Any messaging or email interactions between myself and the ECU Health Service will be included as part of my medical records.
- 3) To respect the privacy of my health care professional, I will not make any recordings of telehealth consultations. If I wish to make any recordings, I will discuss with my health care professional and obtain their prior written consent.
- 4) I am responsible for providing the device I use for a telehealth consultation (e.g. phone, laptop, software, data) and ensuring it is secure (e.g. up-to-date virus protection, password protection).
- 5) Telehealth-based consultations may not be the most suitable form of medical care for my current needs, in which case my health care professional may suggest an alternative service.
- 6) Telehealth-based consultations pose some limitations on health care professionals being able to provide optimum care or manage medical emergencies. If a medical emergency occurs I will:
  - (a) Phone 000
  - (b) Go to the Emergency Department of my local hospital
  - (c) Contact a 24-hour crisis support line for mental health care (e.g. Lifeline on 13 11 14 or the ECU Crisis Line on 1300 583 032)
- 7) If I do not answer my phone or present to my video call within 10 minutes of the scheduled appointment time, it will be considered a missed appointment.
- 8) For telephone appointments, my health care professional will make two attempts to call me. If I miss my appointment, I will need 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) My health care professional will make two attempts to call me back.
- 2) If I cannot be reached, I will contact the Health Service to reschedule.
  - (a) Joondalup ..... 08 6304 5618
  - (b) Mount Lawley ..... 08 6304 6814
- 3) I will be required to provide my name, date of birth, phone number and address to the health care professional at the start of each session to confirm my identity.