

Telehealth Consultation Instructions

The following Telehealth Consultation platforms can be used:

- Coreplus Teleconsult. **Preferred.**
- Telephone if video unavailable.

Prepare for your telehealth appointment

- For video - check your camera and audio before your appointment.
- Be in a quiet room free from distractions.
- Be ready for to join your video or phone appointment 5 minutes in advance.
- Laura will start the video meeting or call you at the appointment time.
- Have the phone listed on registration form with you at the appointment time in case of technical difficulties.

Coreplus teleconsult

- You will be sent an sms and email reminder before your appointment with your individual meeting id number and the login link.
- At this time of your appointment go to: <https://coreplus.collabcare.com.au/>
- Login using your name and meeting ID.
- For more detailed instructions on using Teleconsult - [click here](#).
- Having Technical difficulties? [Trial the troubleshooting guide](#).

Phone

- List your preferred phone number on the telehealth consent form.
- Have your computer and email open during the appointment in case Laura needs to email you anything information to discuss.

Fees

- Initial appointment (45-60min) - **\$180**
- Review consultation (30min) - **\$90**

Payment

- For payment, we accept Visa credit/debit or Mastercard credit/debit cards
- Credit card payment at the start of your consultation.
- Payment can also be made in advance via direct deposit.
- Laura can process Medicare claims after payment.

Rebates

- **Private Health Fund** - Check with your Private Health Fund **before** your consultation to check if you are able to receive a rebate for telehealth dietitian consultations. Many health funds do cover telehealth if you have extras cover for dietitian.
- **Medicare Telehealth Covid-19 valid to 30 September 2020**— If you have a Medicare Chronic Diseases Management plan from your General Practitioner only you can claim back \$53.80 for telehealth services.