

## Telehealth Appointment Instructions

The following Telehealth appointment options can be used:

- Video. **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 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.

### Telehealth - video appointments

- You will be sent an email reminder 3 days before your appointment with your individual telehealth video web link.
- You do not need to download any program. You only need a microphone, camera and internet access
- At the time of your appointment click on the link and enter your name.
- Call 1300 450 424 or email [info@lauraobrien.com.au](mailto:info@lauraobrien.com.au) if you have any questions
- Having Technical difficulties? [Trial the troubleshooting guide.](#)

### Fees

- Initial appointment (45-60min) - **\$180**
- Review appointment (30min) - **\$90**
- Late cancellation fee (less than 24hours notice) - **\$50**

### Payment

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

### Rebates

- **Private Health Fund** - Check with your Private Health Fund **before** your appointment to check if your policy covers telehealth dietitian appointments.
- **Medicare Telehealth Covid-19 valid to 31<sup>st</sup> June 2021** - If you have a referral from your General Practitioner under a Chronic Diseases management plan you can claim back \$54.60 for telehealth services.

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