

TELEHEALTH/TELEPHONE CONSULTATIONS

When are video consultations appropriate?

COVID-related consultations

- The clinician is self-isolating (or to protect the clinical workforce)
- The patient is a known COVID case or is self-isolating (e.g. a contact of a known case)
- The patient has symptoms that could be due to COVID
- The patient is well but anxious and requires additional reassurance
- The patient is in a care home with staff on hand to support a video consultation
- There is a need for remote support to meet increased demand in a particular locality (e.g. during a local outbreak when staff are off sick)

Non- COVID-related consultations

- Routine chronic disease check-ups, especially if the patient is stable and has monitoring devices at home
- Administrative reasons e.g. re-issuing sick notes, repeat medication
- Counselling and similar services
- Duty doctor/nurse triage when a telephone call is insufficient
- Any condition in which the trade-off between attending in person and staying at home favours the latter (e.g. in some frail older patients with co-morbidity or in terminally ill patients, the advantages of video may outweigh its limitations)

When are video consultations inappropriate?

On the basis of current evidence, we suggest that video should not generally be used for:

- Assessing patients with potentially serious, high-risk conditions likely to need a physical examination (including high-risk groups for poor outcomes from COVID who are unwell)
- When an internal examination (e.g. gynaecological) cannot be deferred
- Co-morbidities affecting the patient's ability to use the technology (e.g. confusion), or serious anxieties about the technology (unless relatives are on hand to help)
- Some deaf and hard-of-hearing patients may find video difficult, but if they can lip-read and/or use the chat function, video may be better than telephone

Reference: Video consultations: Information for GPs Professor Trisha Greenhalgh / IRHS research group, University of Oxford 2020

COVID-19 SERVICES (By a GP in quarantine, or to a patient either in quarantine or deemed 'more susceptible'. Must be bulk-billed)

PHONE SERVICES			TELEHEALTH (VIDEOCONFERENCE) SERVICES		
Item no	Fee		Item no	Fee	
91809	\$44.90*	<20mins	91800	\$44.90*	<20mins
91810	\$87.00*	20-39 mins	91801	\$87.00*	20-39 mins
91811	\$128.05*	≥ 40 mins	91802	\$128.05*	≥ 40 mins