

ENT Specialists Teleconferencing Service- GP information sheet and outline of requirements

Thankyou for taking the time to read about this new initiative. From its inception, ENT Specialists has had a focus on meeting the needs of rural and remote regions, and with the opportunities that Telehealth now offer, we are pleased to be able to expand our reach.

The following FAQs are hopefully going to clarify the service.

Who is Dr McIntosh?

David is a fully qualified ENT Surgeon with subspecialty interests in paediatrics and nasal and sinus disease. His full CV is available upon request.

How does it work?

Once we have a request for a Telehealth consultation, and a valid referral, we contact the patient to set up a time that suits. Subsequent to this, a letter is sent to both the patient and referring GP, to ensure thorough communication at all times.

What sort of conditions can a consultation be provided for?

In short, any ENT problem can be initially assessed by Teleconference. There are obvious limitations given the nature of ENT and the need to have a look at things, but as a starting point, and ensuring all treatments and investigations have been organised, this initial review can often save the patient several visits.

What do GPs need to have?

We prefer electronic communication; we have access to Medical Objects and Argus; alternatively, if you advise us of an email that you use for patient correspondence, we can use this also.

When is the service available?

In general, Monday will be the main day for teleconferencing. There is an option of emergency consultations but the availability of this is contingent on our other commitments at the time.

How much is it?

At the current moment, all services done via teleconferencing will be bulk billed provided the following criteria are satisfied:

1. Patient is a resident of Australia with a valid Medicare or DVA card
2. Valid referral from a medical practitioner to access specialist services
3. Access to Skype and/or iPhone Facetime (this requires wifi connection).
4. At the time of the teleconference, the patient must be in an approved nursing home, attending an approved Indigenous Health Clinic, or located in an eligible area; this can be confirmed by going to:

<http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/content/locator>

In the top right hand side of the map, put in the address, tick the "Metro" box and click on search; a pop up on the map will indicate if the address is eligible for Medicare funding.

How to I register my desire to access these services?

Please send us an email to telehealth@entspecialists.com.au and include the following- full name, postal address, phone and fax numbers, iPhone number, Skype details, preferred email, and your provider number.