

■ What can I expect?

You can expect to be part of the video conference if requested by the person you support.

■ What about privacy and confidentiality?

The general practitioner will ask the person you support to give permission to share information with the psychiatrist.

The same privacy and confidentiality requirements that apply to face-to-face consultations apply to video consultations. The psychiatrist will not provide information to anyone other than the health professionals involved in their care. If the person you support attends a video consultation from home, the psychiatrist will explain the IT format being used for the consultation and any associated potential privacy security risks.

The consultation will not be recorded. However, if the psychiatrist thinks it would be helpful to record the video consultation, he or she will seek written permission from the person you support. The psychiatrist will also ask the person to repeat the consent on camera at the beginning of the consultation.

■ What are the limitations of video consultations?

The service may unexpectedly drop out and another person may be called to reconnect the session.

Further questions

If you have any questions about whether a video consultation may be suitable for the person you support please talk to the psychiatrist and/or the general practitioner.

For general telepsychiatry information, please visit
 www.ranzcp.org/Resources/Telehealth-in-psychiatry.aspx



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Telepsychiatry



Information for Families and Carers

What is telepsychiatry?

Telepsychiatry is a consultation conducted by video or via a personal computer between you and your psychiatrist at a distant location. The consultation may occur at home, at the general practitioner's practice or in hospital.

■ How does a telepsychiatry consultation work?

The psychiatrist will speak and ask the person you support questions in the same way they would during a face-to-face consultation.

■ What are the benefits of using telepsychiatry?

Telepsychiatry can improve access to psychiatrist care and will reduce travel time and costs. It may reduce stress and worry and prevent crises. It also means that if you accompany the person you support, you do not have to be away from work for long periods of time.

■ Who's eligible?

Everyone is eligible, however Medicare claims are only possible if the patient:

- lives outside a major city and is more than 15km from the psychiatrist
- is not currently admitted in hospital

People living in residential aged care facilities or receiving Aboriginal medical services anywhere in Australia are not affected by these restriction

Visit **Doctor Connect** to find out if you are located outside a major city. (you must not be located in RA1 code).

■ What preparation is required for a video consultation?

If you are accompanying the person you support to a consultation you will need to arrive at least 15 minutes early to allow for preparation time.

■ Is using telepsychiatry compulsory?

No. If preferred, a face-to-face consultation can be organised but it will require you to travel. There may also be a longer waiting time to see a psychiatrist.

A video consultation will only be offered if the psychiatrist and general practitioner consider it safe and suitable and if the person you support is happy to have a video consultation.

The person you support can end the consultation at any time.

■ What if the appointment is cancelled?

Video consultations require significant coordination by the psychiatrist and/or general practitioner, so it is important to keep the video consultation appointment.

If the person you support needs to cancel, please let the psychiatrist/general practitioner know immediately, because rescheduling video consultations is more complicated than rescheduling a face-to-face appointment.

