

MonashHeart, Monash Health is committed to providing outstanding cardiac services for cardiac patients of all ages

- ♥ Every 10 minutes, an Australian dies from cardiovascular disease making it the biggest killer of all Australians
- ♥ MonashHeart treats more acute heart attack patients than anywhere else in Victoria
- ♥ Each year MonashHeart treats over 7000 patients with acute heart problems, the most in Victoria
- ♥ MonashHeart operates one of the busiest cardiac CT scanners in the world
- ♥ MonashHeart is the only cardiac service in Victoria, South Australia and Tasmania to treat heart patients of all ages; from pre birth to our senior citizens
- ♥ MonashHeart is an internationally and nationally recognised leader in cardiovascular research
- ♥ Nearly one in 100 children in Australia are born with a heart defect. Congenital heart disease accounts for 50% of childhood lethal malformations

### What To Do Next

- ♥ Talk to your MonashHeart specialist, local doctor or healthcare team if you are interested in telehealth.
- ♥ If it is appropriate, a telehealth video consultation will be booked for you.



Go to [www.doctorconnect.gov.au/locator](http://www.doctorconnect.gov.au/locator) and type your postcode to check eligibility



Fundraiser Manager  
Monash Health  
Locked Bag 29  
Clayton South 3169

### Some Useful Websites

- <https://vccresources.com.au/troubleshooting>
- <https://vccresources.com.au/checklist>



Please use this space to write down any questions you might have:

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### Contact Us

- [monashheartprivaterooms@monashhealth.org](mailto:monashheartprivaterooms@monashhealth.org)
- 1300MHEART (1300 643 278)
- +61 3 9554 1930
- [www.monashheart.org.au](http://www.monashheart.org.au)



July 2017




Telehealth



A Guide For Patients, Families And Carers

## Introduction

 Telehealth is a video conferencing service for cardiac patients and their families living in rural, regional and international areas. This allows you to have a consultation with your cardiac specialist by video.

We ask that you attend MonashHeart for your first appointment in person to meet with your cardiac specialist. After your first appointment, consultations may be held via video from your:

- ♥ home or workplace
- ♥ local specialist consultation room
- ♥ local GP consultation room
- ♥ other local healthcare professional's clinic.

## How Does A Telehealth Appointment Work?

- ♥ Our booking team will send you, your specialist, GP or other local healthcare professional an email.
- ♥ The email will confirm the appointment time and include a link to click on at the time of the appointment.
- ♥ You will attend your local clinic and your local health professional will connect online with your MonashHeart specialist at the appointed time.
- ♥ If you are having the consultation from your home or work, you will do the same thing.
- ♥ If you will instantly get to a 'virtual' waiting room before consulting with your specialist.
- ♥ You will be able to see your specialist and talk to him/her via live video

## What Are The Pros And Cons Of Telehealth?

### Pros:

- ♥ Telehealth allows patients and families living in remote areas to access quality cardiac care.
- ♥ Transport costs and travel time are greatly reduced or removed.
- ♥ Your home or work office is the 'waiting room'.
- ♥ Less disruption to your life for medical review.

### Cons:

- ♥ The specialist cannot physically examine you if this is necessary.
- ♥ The video may not work. This does not happen very often. The consultation can usually be completed by phone.
- ♥ Video consultation may not always be right for your situation. Your specialist will let you know.



## What If I Prefer A Face To Face Consultation?

You can always choose a face-to-face consultation if you prefer. Telehealth may be just part of your care and you may still come to MonashHeart for consultations, tests and procedures.

## What About Follow Up?

Follow-up appointments can be with your local doctor, at MonashHeart or by telehealth video consultation.

Investigations and tests will be arranged where possible with your local services. For specialist cardiac testing you may need to come to MonashHeart.

Prescriptions can be posted to you if needed.

## What Equipment Is Needed?

Your specialist, GP or healthcare professional will need the following:

- ♥ a computer or device with web camera built into the computer or plug-in
- ♥ a microphone built into the computer, device or plug-in and/or a telephone
- ♥ a reliable internet connection
- ♥ an email address.

If you are having the consultation from home or work, you will also need to have the correct equipment.

I support MonashHeart, Monash Health in providing leading care to cardiac patients of all ages.

(Donations of \$2 or more are tax deductible ABN 82 142 080 338)

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Post: complete and return this coupon to:

Fundraising, MonashHeart, Monash Health,  
Locked Bag 29, Clayton South 3169

Online: [www.monashheart.org.au/donate](http://www.monashheart.org.au/donate)

Thank you for supporting MonashHeart