

Telehealth Services

Genetic Health Queensland

Telehealth is a well-established service delivery mode utilised by Genetic Health Queensland (GHQ) that has primarily been offered to patients residing outside Southeast Queensland to improve access to Genetic Services without the burden of travel. Historically GHQ has only offered telehealth between two Queensland Health facilities, but GHQ has recently introduced the Queensland Health Telehealth Portal via the Pexip Application for patients who are deemed clinically appropriate to be seen from their home or office. The Pexip Application is easy to download onto your smart devices or you can choose to use a weblink to access the Telehealth Portal from your home computer. The information below outlines what you need to consider if you are interested in having your next appointment via telehealth.

Frequently asked questions

Am I eligible for a Telehealth appointment?

Eligibility for a telehealth appointment is determined on an individual basis, which means each patient is reviewed for clinical appropriateness depending on their reason for referral to GHQ. There are many reasons for referral to GHQ that are generally considered appropriate for telehealth when no other clinical factors need to be considered. During the referral triage process a clinician will review a referral and determine eligibility for telehealth if any of the following are true:

- the referral is for Genetic Cancer Services
- the referral is for preconception counselling
- the patient will be seen by a Genetic Counsellor
- the referral condition has been identified by the triage clinician as suitable for telehealth

It is important to note that not all patients who fall into the above categories are considered clinically appropriate for a telehealth appointment. However, there are other scenarios when telehealth may be offered to a patient such as when a follow-up appointment is requested. If you have been referred to GHQ and want to know if you are eligible for telehealth, then please contact the GHQ Telehealth Coordinator for more information (see below for contact details).

If I am not eligible for a Telehealth appointment, then do I have to travel to Brisbane to be seen?

GHQ is a statewide service and we endeavour to provide our patients with genetic services as close to home as possible. The service currently has Genetic Counsellors based in Toowoomba, Bundaberg, Townsville, Gold Coast and Sunshine Coast. Our Clinical Geneticist also provide outreach clinics to other Queensland Health facilities including Cairns, Townsville, Mackay, Rockhampton, Bundaberg, Sunshine Coast, Gold Coast and Toowoomba.

Do I need special equipment to have a Telehealth appointment from home?

Telehealth appointments can take place from your home (when clinically appropriate) as long as you have the following:

- a smartphone or other smart device (i.e. an iPhone, iPad, Samsung Galaxy) with a front facing (selfie) camera
OR
- a home computer (PC or laptop) with a webcam and speakers
AND
- a reliable internet connection that has an upload and download speed of 0.4Mbps

If I don't meet the requirements for an appointment from my home, then can I still have a Telehealth appointment?

If you have been advised that you are clinically appropriate to have a telehealth appointment, then the Telehealth Coordinator can assist you to arrange the appointment from elsewhere. Many regional health facilities are equipped for telehealth such as your local public hospital, health service or even some General Practitioners' offices.

What do I do if I am having technical difficulties?

We have a dedicated Telehealth Technical Support Team who can be contacted on **1800 066 888**. If the Technical Support Team are not able to fix your problem, then please call the GHQ Telehealth Coordinator to discuss other appointment options (see below for contact details).

Do I need any observations or tests completed prior to my Telehealth appointment?

Most telehealth appointments do not require any tests or observations beforehand. However, if a clinician states that a test or observation needs to be completed prior to the appointment, then the Telehealth Coordinator will organise the appointment to take place from another Queensland Health facility. As part of the booking process the Telehealth Coordinator will inform the facility of what is required so that they will be ready prior to your arrival.

Does a local doctor or nurse need to attend my Telehealth appointment?

Most telehealth appointments do not require a local nurse or doctor to attend with the patient. However, if the clinician states that someone else is required at the appointment, then the Telehealth Coordinator will arrange for the appropriate person to attend.

If the Telehealth appointment is for a child, then do both the child and parent need to attend?

Unless otherwise approved by the clinician prior to the telehealth appointment, both the child and parent are required to attend. If you have a question or concern about who should attend the appointment, then please contact the GHQ Telehealth Coordinator for more information (see below for details).

Troubleshooting

Please refer to the [QH Telehealth Brochure](#) or call the Telehealth Technical Support Team on **1800 066 888**. If you are unable to resolve the issue after troubleshooting, then please contact the GHQ Telehealth Coordinator to make other arrangements.

Contact the GHQ Telehealth Coordinator

Phone: (07) 3646 1386

Email: GHQ@health.qld.gov.au – please add **telehealth** to the subject line as this is a high-volume email account