



flindersfertility

Information Statement - Telefertility

What is a Telefertility?

A remote consultation conducted by video conference between a flindersfertility Specialist and the Patient/s.

What are the advantages of Telefertility?

Every patient's situation is different but in general the benefits of this service are:

- Easier access to specialist fertility care.
- Reduced travel time and costs.
- Reduced absence from work.
- Speak clearly so your voice can be picked up by the microphone.
- Look at the camera so you can achieve good eye contact with the specialist.

How can I have Telefertility with an flindersfertility Specialist?

To have a video consultation, flindersfertility must first consider it to be safe, secure and suitable for you.

Do I have to participate in Telefertility?

No. You are able to attend a face-to-face consultation with an flindersfertility Specialist if you prefer.

Who will arrange the video consultation?

flindersfertility has a Telefertility coordinator who arranges video consultations.

What if I need to cancel my appointment?

If you need to cancel, please let us know immediately, because rescheduling video consultations is more complicated than rescheduling a face-to-face appointment.

How should I prepare for a Telefertility appointment?

You can help get the best from Telefertility by following these simple steps:

- Avoid wearing brightly patterned or reflective clothing as this may not show up well on camera.
- Please switch off your mobile and any background music.

What happens at the Telefertility appointment?

At the start of the consultation everyone will introduce themselves and the reason for the consultation will be explained. You will be asked some identifying questions to confirm your identity and to protect your privacy. The flindersfertility Specialist will speak with you and ask you questions in the same way they would at a face-to-face consultation.

Who will be present?

Nobody else can be present unless you agree to this in advance. It is your choice whether you agree to have other parties, such as your Medical Practitioner, present. As with a face-to-face appointment, your spouse, partner, relative or friend may accompany you if you wish.

What if I want to have a private discussion with my partner?

You may ask the flindersfertility Specialist to mute or step out of the video consultation at any time if you wish to have a private discussion with your partner, providing there is no risk.

How private is Telefertility?

The same privacy and confidentiality requirements that apply to face-to-face consultations also apply to video consultations.

What if I have special needs?

If you have special needs such as an interpreter, please let our Telefertility coordinator know and they will make a note of these when your consultation with the flinders**fertility** Specialist is confirmed.

Will the video consultation be recorded?

No. flinders**fertility** does not record video consultations and we do not give patients permission to make their own recordings of a video consultation. If the flinders**fertility** Specialist thinks it would be helpful for your treatment to record particular images during your video consultation, they would first seek your consent.

What are the IT and Internet requirements?

- Desktop and PC / Notebook
- ✓ 1024MB RAM (2–4GB recommended)
- ✓ Quad core 2GHz or faster processor is required for high definition video
- ✓ Windows XP Sp3 or Windows 7 (32 or 64 Bit supported)
- ✓ Internet Explorer 7 and up
- ✓ Microsoft Powerpoint for presentations (optional)

We recommend a good quality Webcam, and a Bandwidth of at least an ADSL2 or above connection (SHDSL 1.5MB or faster) to ensure that you have sufficient bandwidth and connection speed to run a reasonable video consultation.

How much will it cost?

Our normal Consultation Fees will apply. If there are any other fees associated with the video consultation we will let you know in advance.

What if I feel I can't continue?

Patients may feel a little nervous at the beginning of their first video consultation because it's a new way of seeing a doctor. However, if, for whatever reason, you feel unable to continue with a video consultation, you can end the video consultation, although your consultation fee may still apply.

How can I provide feedback on my video consultation?

We are keen to get your feedback so we can continue to improve our video consultation services. Our video conference coordinator will be able to provide you with a feedback form, the contents of which you permit us to share with other health professionals, but only after being de-identified in order to preserve your privacy.

What if I have questions?

If you have any medical questions about whether a video consultation may be suitable for you, please talk to your GP or to flinders**fertility**'s video conference coordinator. If you have any general questions about how video consultations work, please talk to our video consultation coordinator.

Where can I get more general information about video consultations?

Contact Medicare Australia
Phone: 1800 222 032
Email: telehealth@medicareaustralia.gov.au