*RACGP Template – Introduction letter to specialists*

Once you have identified the specialists you want to consult with, this template can be used to engage with your list of specialists.

You can adapt the sections in red text and other areas of the template as required to suit the specific needs of your individual general practice.

The explanatory notes provide additional information and context.

Your final template does not necessarily need to include these explanatory notes. Further information on telehealth video consultations is available on the [RACGP website.](https://www.racgp.org.au/your-practice/ehealth/telehealth/)

It is recommended you establish whether you and your patient meet the Medicare Benefits Schedule (MBS) requirements, prior to engaging with a specialist.

Geographic eligibility for telehealth services funded under Medicare are determined according to the Australian Standard Geographical Classification Remoteness Area (ASGC-RA) classifications.

Telehealth Eligible Areas are those areas that are outside a Major City (RA1) according to ASGC-RA (RA2-5). Patients and providers are able to check their eligibility by following the links on the MBS website ([www.mbsonline.gov.au/telehealth](http://www.mbsonline.gov.au/telehealth)).

There is a requirement for the patient and specialist to be located a minimum of 15km apart at the time of the consultation.

Residents of eligible Residential Aged Care Facilities and patients of eligible Aboriginal Medical Services in all areas of Australia are eligible for specialist video consultations under Medicare.

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[insert practice name] Introduction letter to specialists

*Explanatory notes:* Practices are invited to adapt the template on suitable practice stationery to create their own introductory letter to specialists about telehealth video consultations.

Dear [insert specialist name],

You may be aware of the telehealth MBS items and incentives available to encourage the uptake of telehealth video consultations by medical practitioners. I wanted to advise you [insert practice name] is set up for telehealth video consultations.

By offering telehealth video consultations, we can improve access to care by providing patient end clinical support for patients consulting with specialists. Telehealth video consultations can minimise the inconvenience of travel time and associated costs.

Telehealth video consultations can improve peer-to-peer contact and discussion between GPs and other specialists, providing opportunities for informal education. Patient confusion or misunderstanding can be clarified early and effectively as part of a telehealth video consultation with both treating clinicians involved in the consultation.

We have patients who are clinically appropriate for telehealth video consultations and would like to take this opportunity to collaborate with you to offer our patients access to your services via telehealth video consultations.

If you would like further information about our telehealth service or to discuss scheduling of appointments, please contact [insert telehealth coordinator name] on [insert telephone number].

Our practice looks forward to working with you in improving the delivery of patient care.

Yours sincerely

[insert GP/practice name]

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