

## *Handout - RACGP Phone and video consultations: a how-to presentation*

Information to supplement the presentation

Last updated: 9 April 2020

You can find more information on what is discussed in this presentation in the RACGP's [Guide to providing telephone and video consultations in general practice](#) which are accompanied by the *Telephone and video consultations in general practice: Flowcharts*.

For up-to-date COVID-19 information relevant to general practice, please visit <https://www.racgp.org.au/coronavirus>.

### **Slide – An overview of the new telehealth MBS item numbers**

[RACGP information on the new items for COVID-19 telehealth and phone services.](#)

[MBS online COVID-19 item number fact sheets](#) (for GPs and other healthcare providers)

For all queries relating to Medicare Benefits Schedule items, email [askMBS@health.gov.au](mailto:askMBS@health.gov.au).

### **Slide – When to use telehealth for COVID-19 related issues**

[Communicable Diseases Network Australia National guidelines for public health units.](#)

### **Slide – How to manage and send clinical paperwork after the consultation**

Department of Health fact sheet [Interim arrangements for prescriptions for supply of medicines: supporting telehealth patients and healthcare professionals.](#)

eOrders – more information can be found [here](#).

*Please note signatures are still required for referrals for diagnostic imaging procedures.*

### **Slide – sending clinical documents via email**

RACGP [Using email in general practice.](#)

### **Slide – Hardware and software**

MBS guidance on software requirements can be found [here](#).

### **Contact us**

If you have any questions that were not addressed during this presentation, please email [racgp@racgp.org.au](mailto:racgp@racgp.org.au)