

Frankston Pain Management Video Telehealth and Phone Consultations Update

July 2022

Maximising Function, Minimising Pain and Suffering

Let's work together to treat

Chronic Pain



Dear Patients and Carers,

1. **No Medicare/Third Party Rebates for Phone Consultations as of 1 July 2022.**

If you chose to do a Telephone consultation with our doctors. You will not be eligible for rebate from Medicare or Your Third Party insurer.

You may consider choosing to have a consultation with your doctor via telephone, which means you will need to pay the doctors normal consultation fee WITHOUT any rebate from Medicare of your insurer.

2. **Prepayment of Video Telehealth & Phone Consultations**

When you book in a Video Telehealth or a Phone Consultation. You will be required to make Prepayment 24 hours prior to your appointment.

3. **Video Telehealth Options**

- a. For Apple IPHONE users, we can offer FACETIME video.
- b. For other Smart phone users, our doctors can send you an SMS or email with a link to the Video Telehealth.

Please review our user guides to see which option is most suitable for you. A copy is available to download under patient resources on our website.

Frankston Pain Management Team

THERE IS NO
'ONE SIZE FITS ALL'
APPROACH

Frankston Pain Management has been established for over 25 years. It is made up of a team of motivated health professionals who are experts in pain management.

The team is led by Dr. Murray Taverner who is a leading author of a number of peer-reviewed journals and he has published several original research projects. He has trained, lectured and demonstrated a range of pain management techniques both in Australia and overseas.

Some patients will be referred on to our off-site exercise physiologists for graded physical activity. Others, to our psychologist to change thinking and improving coping strategies

What will happen on the day of my Telehealth Consultation?

1. When your appointment is being booked, our staff will ask whether you will use **FACETIME** (For Apple IPHONES Only) or **HELIX** (All other smart phones or Computer and webcam).
2. Please confirm the mobile number or email you will be using to receive link to Video Consultation. This number or email should be accessible on the device you will be using for the Video Consult.
3. You will need a Smartphone or a computer with Webcam, stable WiFi or reliable cellular data.
4. Our staff will confirm your appointment the week before either via email or SMS.
5. A Brief Pain Questionnaire regarding your pain levels in the last 24 hours will be emailed out to you to complete and return the day prior to your appointment. Completing this form prior to your appointment allows you and your doctor to focus on discussing your pain instead of collecting data.
6. Before the day of your consult, check that your device's web browser is up to date. The link will open up a browser on your device.
7. If you are using a computer and webcam. We recommend using Google chrome.

On the day of your consultation:

- a). We recommend you find a quiet space that allows you to take the video call without being disturbed.
 - b). be dressed appropriately as if you were seeing your doctor in person.
8. When your doctor is ready for your consultation, they will send you a SMS/email with a link to the video call.
 9. You will see a link to click on to join video consult.

Q: What if there is a technical difficulty on the day of the consultation?

A: You have the choice of continuing the consultation with your doctor as a Non-Rebatable telephone consultation. Alternatively, you may wish to reschedule your appointment.