

Telehealth Clinical Consultations

Patient Consent Information Sheet

This information has been provided for you to read prior to speaking with the Telehealth clinician.

General Information

To improve your access to health care services, Children's Health Queensland Hospital and Health Service (CHQ) is offering you a Telehealth clinical consultation. This Telehealth clinical consultation may involve your referring general practitioner and/ or any other Queensland Health Clinician who will assist you with your treatment and ongoing care. Other relevant Queensland Health Clinicians may be invited to observe and/ or be involved in the Telehealth consultation to enable peer support and education. A Telehealth consultation means that technology and telecommunications will be used to deliver your healthcare. It can involve the transmission of clinical information (e.g. x-rays, digital images and test results), a discussion of your condition or a direct clinical assessment/ intervention.

About Telehealth Consultations

There are differences with Telehealth consultations compared to in-person consultations that you need to be aware of:

Expected Benefits

- Improve patient access to healthcare
- Reduce time away from home
- Reduce making lengthy family or day care arrangements
- Reduce taking time off work to attend appointments
- Reduced waiting time to see a clinician
- Reduced travel time and costs

Potential Risks

- A Telehealth consultation will not be exactly the same and may not be as complete as a face to face consultation
- Technical failures and/or connection problems could affect the quality of sessions (e.g. poor resolutions of images or quality of audio).
- The Telehealth service uses systems that meet recommended standards to protect the privacy and security of the consultations. However, the service cannot guarantee total protection against hacking into the consultations by outsiders or from the failure of security protocols. This risk is small, but it



does exist. You can find further information on the [Queensland Health website](#) and in the Microsoft Teams Consumer QRG.

Conditions of Accessing Telehealth

- It is important that you understand the above risks and benefits and that not all of these benefits may occur for you.
- You have the right to withhold or withdraw consent to the use of Telehealth in the course of your care at any time, without affecting your right to future care or treatment either in-person or via Telehealth.
- Under certain circumstances your personal information may be disclosed regardless of consent. This includes: where required by law such as requests from a Court or Police; reporting of reasonable suspicion of child abuse and neglect; or to assist in averting serious risk to life, health or safety of a person.
- We will seek your consent to your email being used to communicate appointment details and to share resources with the Telehealth service. It could take up to a week for emails to be read and responded to by your clinician. Any email communications become a part of your medical record and anyone authorised to access your medical record will also have access to those emails. For more information please review the [Consent for Email Communication, Patient/Guardian Information Sheet](#).
- Telehealth or email are not appropriate for crisis or emergency situations. In this instance it is advisable to contact emergency services (ph: 000), your local GP, or local friend or family member.
- We ask that you make reasonable efforts to ensure that you can participate uninterrupted in the Telehealth consultation without other people, pets, or distractions being involved in the session.
- You will be asked to identify any other person in the room at the time of the appointment.
- The Telehealth clinician may not be attending the appointment from a clinical setting. However, their obligations to ensure the privacy and confidentiality of patient information have not changed.

Information you should be given

Before you provide consent to participate in Telehealth consultations, make sure that:

1. The health care provider has explained what is involved in a Telehealth clinical consultation, the advantages and disadvantages, and the likely outcomes if those disadvantages occur.
2. The health care provider has explained that participation in a Telehealth clinical consultation is not compulsory and you still have the option of face-to-face consultation.
3. You understand the role of clinical observers in the Telehealth clinical consultation.
4. You have asked questions about the Telehealth procedure, and any concerns about these matters have been answered to your satisfaction.
5. You have received, and understood the above information.
6. If required, please request an interpreter service/ cultural support person.
7. You understand that the Telehealth consultation will involve obtaining your health record details (e.g. your name, address, phone number, name of hospital facility you attended and / or the ward you were admitted to and your treatment details) and transferring them to another health care provider.
8. You understand that the Telehealth clinical consultation may involve discussion of your health care with another health care provider without your direct involvement.

At your first contact with the Telehealth clinician you will be able to ask any questions that you may have about this information and confirm whether you consent to participating in Telehealth consultations.