



TELEHEALTH



Information for clients of Wuchopperen

What is Telehealth?

Telehealth is a doctor's appointment done over the phone.

Telehealth appointments

We can now offer some of our appointments over the phone instead of face to face at the clinic.

You may get a call about an existing appointment from a staff member to change it to a phone call.

This service is free to Wuchopperen clients.

We need to have your current phone number on file to call you.

Not everyone is suitable for this service - you may need to check with your doctor.

Generally, scripts, checking on chronic disease, results, and reviews are fine for telehealth.

Some things which may not be suitable are baby checks, immunisations (shots), antenatal checks.

How do I make an appointment?

You need to be an existing client of Wuchopperen, seen by one of our doctors in the last 12 months.

You can call (or ask in person) and give your name, date of birth, and phone number to reception to request a call back to make a telehealth phone appointment or change an existing appointment to be done over the phone instead.

We will review your record and call you back to:

1. Talk to you immediately
2. Make a later appointment time
3. Advise you that you need to come in to the clinic for an appointment.

What happens on the phone appointment?

Please make sure you have your phone charged and switched on, and you are somewhere quiet.

We call you at your appointment time and check your name and date of birth.

The phone calls are not recorded, and there is no video available.

We tell you if anyone else is in the room with the doctor, like a health worker.

We will ask you if anyone else is with you, listening in.

If you need tests or scripts, we will organise with you how best to get this done.

Results can usually be given via another telehealth appointment.

If your doctor or allied health professional needs to see you we will make another appointment for you to come to the clinic.

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Edmonton - 4040 3100