









# 8 tips for a great telephone or video appointment

We are now offering telephone and video appointments for most of our services. This is more convenient for you and allows you to remain at home. Here are some tips to help you prepare and get the most out of the video or phone consultation.

-  **Try to be prepared**  
Write a short list of what you need to discuss. The [Myhealth Pad](#) is a great tool to help you prepare for the appointment and take down notes afterwards.
-  **What if I miss your call?**  
We will try to call you twice. If you miss both our calls, you will need to make another appointment.
-  **What if I need more tests or medications?**  
If you need prescriptions, tests, or referrals to other health care professionals, we will send these on your behalf directly where they need to go.
-  **What if I need to come into the clinic?**  
There is some health care that can only be done face to face. Your clinician might ask you to come into the office. They will arrange an appointment time with you.
-  **Speak slowly and clearly**  
It can be hard to understand people over the phone, so please speak slowly and clearly.
-  **Wait for our call**  
Just like in real life, we are definitely going to run late sometimes. If we're a few minutes late, please be patient. If we're more than 15 minutes late, call 9810 3000 and get our receptionists to check on things for you.
-  **How do I pay?**  
Most of our services are bulk-billed or at no cost to you. Where there is a cost, your clinician will speak to you about the cost in advance and how we will collect the fee.
-  **Find a quiet and private place**  
At the time of your appointment, try and find somewhere quiet to sit where you can hear, and be heard. Please don't try and talk to us in the car, or on speakerphone.

**If you need more information:**

- If you need general information about coronavirus disease, call 1800 020 080.
- If you are unwell and think you have coronavirus disease, call 1800 675 398.
- In an emergency, call 000.
- If you have questions about your treatment or other services at AccessHC, please call 9810 3000 or speak to our staff.