

Frequently Asked Questions

Q. Who is Telecare?

As Australia's leading virtual care provider, Telecare has more than 200 GPs and medical specialists across more than 30 specialities. Their virtual care services are accessible to patients Australia-wide, delivering better access to continuity of quality healthcare. Telecare is currently servicing more than 20 rural and regional public hospitals and health services to care for patients close to home in a timely manner.

Q. When will the new GP service commence?

Stanhope Telecare Medical Centre will open from Monday 12 August at 9.00am.

Q. How do I book an appointment?

Bookings for an appointment with a GP are now open. To book an appointment at Stanhope Telecare Medical Centre from Monday 12 August 2024, contact Telecare on 03 4800 5291 (9am-5pm) or email stanhope@telecare.com.au. Online bookings via the Hotdoc app will be available soon.

Q. Do I have to be eligible for an appointment?

There are no eligibility requirements to make an appointment. Referrals are not required.

Q. Where will Stanhope Telecare Medical Centre operate from?

The Stanhope Telecare Medical Centre will operate from Stanhope Health to provide the community with access to care as close to home as possible.

Q. How many days will the service operate?

The Telecare GP service will include five days a week of face-to-face consultations for the first three weeks.

After this, there will be two days a month of face-to-face consultations (provided in one week), and two days of telehealth consultations each week for the remainder of the month. Further information on which days the consultations will be held will be provided soon.

Q. How do I transfer my medical records to Stanhope Telecare Medical Centre?

Please contact Telecare on 03 4800 5291 (9am-5pm) or email stanhope@telecare.com.au to request a medical records transfer and the Telecare team will provide further details.

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Q. Will the GPs be able to do what other local GPs can do?

Yes, the community should expect a level of care consistent with the same quality standards as any GP.

Q. How do Telehealth appointments with a GP work?

Telehealth video calls allow you and the Telecare GP to see each other either at home or at Stanhope Health.

Q. What technology do I need to attend a Telehealth video call?

You can attend a Telehealth video call on any smartphone, tablet or computer with a camera, making it very easy to use. No patient information is retained by the system, so your health information is safe and secure. More information on how to access this service will be provided when you make a booking for an appointment.

Q. How much will an appointment cost?

From Monday 12 August to Friday 30 August, all appointments will be bulk billed. After this, appointments will be bulk billed for pension and concession card holders and children under 16 years. All other appointments for non-concession card holders are Medicare rebate-able and consumers will only have to pay the full fee of \$80 with a Medicare rebate of \$42.85, which is \$37.15 out of pocket gap fee.

Q. Will face-to-face and telehealth consultations cost the same?

Yes, in-person and telehealth consultations will incur the same cost.

Q. How long are the appointments?

A standard appointment is 15 minutes. If required, longer appointments are available.

Q. How do I pay for my appointment?

Clients can pay for their face-to-face appointments at Stanhope Telecare Medical Centre and Medicare rebate will be run in the meantime. When online bookings become available for telehealth appointments, pre-payment will be required on the online booking app Hotdoc. After the appointment, Telecare will claim Medicare rebate for you.

Q. Will Stanhope Telecare Medical Centre provide additional support for anyone who cannot book an appointment online?

If you cannot book an appointment online, call Telecare on 03 4800 5291 (9am-5pm) and a member of the friendly team will help.

