

## Telehealth Referrers Guide

GPs, Specialists & Allied Health Professionals will be able to bulk-bill phone or have video consultations with patients as of 30 March in a bid to help contain the rapid spread of coronavirus.

<https://www.health.gov.au/ministers/the-hon-greg-hunt-mp/media/expansion-of-telehealth-services>

### **At Castlereagh Imaging we are Telehealth ready!**

Following advice from the Department of Health, we are providing an important update on the requirements for what information is mandatory to be contained on request forms.

The government has announced “It is expected a more comprehensive telehealth whole of population model of care and the detail of telehealth operations via phone and video will be confirmed by the end of this week”

It has been confirmed that the relevant regulations do not require request forms for Diagnostic Imaging to be signed by the requesting clinician.

It has also been confirmed that regulations allow for requests to be made electronically (i.e. via email, fax, etc.)

We are well set-up and prepared for the new world of telehealth and will continue to deliver a comprehensive range of imaging services through the pandemic. Our hope is to support your service in whatever way it operates or delivers ongoing care.

### **How to use Telehealth**

1. [Complete the editable Telehealth request forms provided by Castlereagh Imaging.](#)

No Signature required.

The only information required is as follows:

- Name of person making the request
- Provider number
- Name or Address of Medical Practice
- Date of Request
- Description of diagnostic imaging service being requested

In addition, sufficient information to identify the patient and a phone number is required and please keep a record of the services requested.

2. Send referral electronically either by email to local bookings team as per the email address on your regions [Telehealth fillable form which can be found on the CAS Imaging website at <https://www.casimaging.com.au/wp-content/uploads/2020/03/CAS-Fillable-PDF-Request-Form-Final-2.pdf>](#)

3. Your patient will be personally phoned by us with your request in hand and we will arrange the next best available appointment and location. All COVID-19 safety questions and procedures are adhered to.

4 The radiologist report and digital images will be delivered via your preferred nominated method

- Automatic downloads to your practice management software if this is how you usually receive your reports and images
- Inteleviewer or Inteleconnect