

## HOW DO I MAKE AN APPOINTMENT?

- Call or visit your local ACCO health service to find out if they have Flying Doctor Telehealth
- Get a referral from your GP at your local ACCO and they'll make your appointment for you
- Bring your Medicare card

## CONTACT

If you need more information about Flying Doctor Telehealth, contact the Flying Doctor Telehealth team on:

- 03 8412 0444
- [telehealth@rfdsvic.com.au](mailto:telehealth@rfdsvic.com.au)

You can also contact your local ACCO health service or the VACCHO Telehealth Project Officer on:

- 03 9411 9411
- [enquiries@vaccho.org.au](mailto:enquiries@vaccho.org.au)

# FLYING DOCTOR TELEHEALTH

Helping you and your mob see a specialist at your local ACCO health service.

This brochure has been developed in partnership with Royal Flying Doctor Service and Victorian Aboriginal Community Controlled Health Organisation.

[flyingdoctor.org.au](http://flyingdoctor.org.au) | [vaccho.org.au](http://vaccho.org.au)



Royal Flying Doctor Service  
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## WHAT IS TELEHEALTH?

Telehealth is a deadly way to have an online video appointment that's like having a Skype or FaceTime chat with a specialist. You don't need to leave your community, just get to your local Aboriginal Community Controlled Organisation (ACCO) health service.

## HOW DOES FLYING DOCTOR TELEHEALTH WORK?

Flying Doctor Telehealth allows you to have a specialist appointment in your community. Your ACCO health service staff will support you in booking and attending your appointment.

### STEP 1

Visit or call your ACCO to find out if Flying Doctor Telehealth is available.

### STEP 2

Get a referral from your GP and take it to your ACCO health service. The ACCO staff will book your appointment for you.

### STEP 3

Return to the ACCO on your appointment date and staff will help you join your video appointment.

### STEP 4

At your ACCO you will be able to see and talk to the specialist on the computer.

### STEP 5

After your appointment, your specialist will talk with your GP. ACCO staff will assist with follow up appointments and care.

## WHAT ARE THE BENEFITS?

- Save time. No need to travel long distances to see a specialist
- Shorter waiting lists
- Specialist care and treatment options in your own community
- Your GP and a specialist are both involved with your care
- Option of a female or male specialist
- Your Aboriginal Health Worker, Nurse or GP can help you make appointments
- No computer training needed
- No cost for appointments
- You will always be treated with respect
- All information is treated as private and confidential
- ACCO staff can leave the room, when appropriate.



***“I reckon Telehealth was awesome; it was really good to access it without leaving my town.”***

– ACCO patient, Flying Doctor Telehealth