



What is telehealth?

Telehealth uses video or telephone to connect you to healthcare providers at other locations.

A telehealth appointment is similar to an in-person appointment. You can see your healthcare provider via a videolink, or hear and talk to them on the telephone. Appointments can take place in your home, at hospitals, at other healthcare facilities e.g. local hospital or, even from your workplace. To ensure a successful appointment you will need somewhere private and quiet with good lighting. A video appointment requires a good internet connection so if possible, turn off other internet activity such as downloading, streaming, or gaming.

Who is involved?

The clinician at the other end of the telehealth link will introduce themselves, make sure you know who is present at their end and what will happen. The telehealth appointment will then take place much the same as a regular appointment.

Southern DHB is also a health education centre and there may be a trainee or student present. This will only happen with your consent.

How do I prepare for a telehealth appointment?

Carefully check your appointment letter, e-mail or text reminder for details of the appointment time and location. Your appointment might be set to happen in your home, at the specialist clinic, or in a hospital clinic, or other location closer to you. If your appointment is by video you will also receive instructions on how to join using your computer, tablet, or smart phone device.

You are welcome to have whānau/family member(s) or support person/people with you, just as you would for a regular appointment. Whānau/family or other support people can also join from other locations. An invitation can be sent to them to join your video appointment if you wish for this to happen.

You may be asked to have test results, medications or x-rays ready to discuss. Check your appointment letter carefully.

If you feel uncertain about having a telehealth appointment, ring the contact number on your appointment letter and ask for more information. You can also request to have your appointment in-person instead.

For more information about preparing for a telehealth appointment and what to expect go to: <https://www.southernhealth.nz/telehealth>

Your healthcare, your choice

Everyone has the right to make decisions regarding their healthcare in New Zealand. If you prefer to have a specialist appointment in-person instead of by telehealth, then please let us know.

You can decide not to participate or stop the telehealth appointment at any time. If you would prefer, or staff feel that it is necessary, a regular in-person appointment will be arranged for you instead. It may be necessary for you to travel for this.

You may be asked to complete a short survey after your telehealth appointment. The information you provide about your experience will help us improve the service for you and for others.



Telehealth brings care closer to home. Did you know many Southern DHB services now offer telehealth appointments? ask your clinicians if this is an option for you.

What are the benefits of a telehealth appointment?

There are many benefits for patients, their families and whānau, as well as for healthcare providers, including:

- More convenient
- Care closer to home
- Less travel
- Less time off work
- Reduced cost, e.g. for parking
- Shorter waitlists
- Better access to specialist care
- More flexible appointments

Your privacy

Your privacy is important to us and our telehealth systems are designed to keep your information confidential.

Just as with an in-person appointment, the clinician involved with your telehealth appointment will be in a private space and information will be recorded in your health record.

The appointment will be delivered over a secured network and is not recorded.

Contact Us:

Dunedin Hospital
03 474 0999

Southland Hospital
03 218 1949

contactus@southerndhb.govt.nz

southernhealth.nz/telehealth

*We aim to uphold these values
when providing care to you:*

Kind
Manaakitanga

Open
Pono

Community
Whanaungatanga

Positive
Whaiwhakaaro

A guide to Telehealth

