



## FAQ

### What is Specialistbooking.com?

Specialistbooking.com is a secure platform that allows patients to book online telehealth consultations with fully qualified, Australian registered medical specialists, from anywhere in the world.

Once your specialist booking is made, an email will be sent confirming your appointment time and providing you with the link needed to access your telehealth consultation. Then, at the time of your consultation, by using your computer, smartphone or tablet, you chat with the specialist of your choice, in the comfort of your own home or office.

### What is Telehealth?

Telehealth involves the use of telecommunications and virtual technology to deliver health care outside of traditional health-care facilities. Telehealth provides patients the ability to book a video call consultation, or phone consultation, with a specialist without the need for face-to-face contact. Telehealth uses either a computer, smart phone or tablet to connect patients with specialists. This can be done anywhere and at any time in the world.

### Why should I use Specialistbooking.com?

Specialistbooking.com allows patients to access expert specialist medical advice, at a time and place that is convenient to them. All you need is a computer, smartphone or tablet. Out-of-hours and weekend consultation times are available. Urgent advice can be obtained. Why wait weeks for a specialist opinion when you can book a consultation with Australia's leading specialists online within minutes? At the moment, patients can access specialists in the fields of Neurosurgery, Spine Surgery, Neurology and General Practice. Soon we will be adding Orthopaedic Surgery, Urological Surgery, Vascular Surgery, Obstetrics & Gynaecology, Respiratory Medicine and Haematology.

### How do I book an online consultation using Specialistbooking.com?

1. Go to our [Specialists page](#) to choose the appropriate specialty that best suits your medical condition.
2. Choose your [Specialist](#).
3. Click the "Schedule Appointment" button for your chosen specialist.
4. Select an available consultation time that is convenient for you.
5. Complete the brief patient information form, agree to terms and conditions and pay for your consultation.
6. You will be sent a confirmation email and link to your specialist online consultation.

## What happens after I have booked my consultation?

1. After you have made your specialist booking, you will be sent an email requesting some important patient information and the online link that will allow you to login to your online consultation at the scheduled time.
2. Specialistbooking.com or the specialist's rooms will contact you to ensure that all of the appropriate radiological tests and investigations are available at the time of your online consultation.
3. Download the [Zoom](#) app on your chosen device (either computer, tablet or smartphone) by clicking [here](#).
4. Test your camera and audio settings.
5. Login at your scheduled time by clicking on your personalised link. This will take you to your consultation with your selected specialist.
6. Receive specialist medical advice from Australia's leading specialists.

## Which Patients are suitable to use Specialistbooking.com?

**Not all conditions are suitable for a telehealth consultation. Specialistbooking.com is designed for patients who have chronic medical conditions, or non-life-threatening conditions, whereby emergency surgery or treatment is unlikely to be needed. The service is not available to patients with acute life-threatening conditions.**

Patients suitable for telehealth through Specialistbooking.com include:

- Patients with COVID-19, or who have had contact with a patient with COVID-19 or who are at high risk of contracting COVID-19.
- Patients practising social distancing or self-isolation who cannot attend due to COVID-19.
- Busy patients who prefer out-of-hours consultation availability.
- Patients who live interstate, overseas or in remote locations who are seeking an expert specialist opinion. For example, patients might seek an urgent spine surgery consultation without having to travel to tertiary centres in Melbourne or Sydney.
- Patients wanting an urgent consultation or rapid second opinion service.
- Patients who have been recommended surgery and are unsure if it is the right decision and are seeking an urgent second opinion.
- Patients who are unable to travel.
- Patients who would prefer to have their specialist consultation in the comfort of their own home with family or friends.

## What common conditions are treated by Specialistbooking.com?

### Spine:

- Sciatica
- Disc prolapse
- Back pain
- Stenosis
- Spondylolisthesis
- Neck pain

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- Spinal tumours
  - Spinal fractures

#### Brain:

- Brain tumours
- Unruptured brain aneurysms
- Meningioma
- Hydrocephalus
- Chiari Malformation

#### Hip & Knee:

- Osteoarthritis
- Bursitis
- Labral tears
- Meniscal tears
- Ligament injuries
- Cartilage injuries
- Strains

#### Shoulder:

- Subacromial bursitis
- Osteoarthritis
- Impingement
- Rotator cuff tears

#### Hand:

- Osteoarthritis
- Carpal tunnel syndrome
- Trigger finger
- Trigger thumb
- Ganglion
- Cysts
- Dequervain's Tenosynovitis
- Tendinopathy

### **What makes Specialistbooking.com different to its competitors?**

- Designed by specialists for patients and doctors
- Specialists chosen by specialists
- Used by Australia's best specialists
- Patient focused
- Increased patient control and ownership of their health data
- Reduced specialist waiting times
- Fee transparency
- Reduced financial costs

- No patient travel required
- No General Practitioner referral required
- Audio or video record your specialist booking consultation
- Personalised treatment plans
- Screen shot your scans & test results

## How does Specialistbooking.com choose their specialists?

Specialists are chosen by specialists. Only specialists who doctors would be happy to see themselves, or refer their family members to, are on the platform.

Our specialists are Australian registered, fully qualified and experts in their field. Specialistbooking.com specialists are chosen for their excellent communication skills, bedside manner and desire for clinical innovation and excellence in using technology to deliver safe and accessible patient care.

## Can I obtain a prescription from Specialistbooking.com?

This will be at the discretion of your treating specialist. Routinely, Specialistbooking.com does not provide prescriptions for controlled or restricted medications, including medicines for pain relief.

## Are all medical conditions suitable for telehealth?

Not all conditions are suitable for an online telehealth consultation. Telehealth is designed for patients who have chronic medical conditions, or acute non-life-threatening conditions, whereby emergency surgery or treatment is not likely to be needed.

In the event of an emergency in Australia you must dial [000](#). This would include: chest pain, acute head or spinal injuries, severe bleeding, loss of movement, breathing difficulties and reduced level of consciousness. Specialistbooking.com does not provide emergency medical care.

## Will there always be a Specialist available?

Specialistbooking.com will provide you with the available times and dates of our specialists for your online telehealth consultation. If you require a more urgent specialist booking, contact our head office via email or telephone so that this can be organised for you.

## What technology do I need to use Specialistbooking.com?

Specialistbooking.com has partnered with [ZOOM](#) and can be used with Google Chrome or Mozilla Firefox web browser, or on any type of Windows PC, Mac iOS or Android Tablet, when logging in through [www.specialistbooking.com](http://www.specialistbooking.com). Prior to your online consultation please download the [ZOOM application](#) for your chosen device, by clicking [here](#), to improve your online consultation experience.

You will need an email address, camera and speakers installed on your device, and access to Wi-Fi or a mobile data connection.

## What patient information is collected and how is my personal and health information protected?

We understand that protecting your personal information is important. Our [Privacy Policy](#) sets out our commitment to protecting the privacy of personal information provided to us, or otherwise collected by us, offline or online, including through our services, our website and our telehealth introductory platform. For more information please see our [Terms and Conditions](#) page.

## Can children use specialist booking?

You must be 18 years old or over to use Specialistbooking.com independently. If you are under the age of 18, you can only access specialist advice in the presence of and with the consent of a parent or legal guardian.

If a user is placing a booking request on behalf of their child or other family member, the user accepts that they are that child's or family member's parent or legal guardian and that they will also be present for the consultation.

## Can I choose my own specialist?

Yes. You can choose your own specialist from our list of leading Australian Specialists and Surgeons.

## Do I need a referral?

No. Specialistbooking.com is an online "referral free" specialist telehealth consultation platform. As Specialistbooking.com is independent of Medicare, patients can book in for a specialist consultation without the need for a GP referral. A copy of the consultation notes will be sent to your General Practitioner and yourself.

## How do I know what type of specialist to choose?

If you are unsure which specialist is appropriate for your medical condition, you should firstly visit your General Practitioner and decide on the most appropriate specialist for you. If you have an orthopaedic or musculoskeletal injury which requires further assessment, you can make a specialist booking with one of our [Spine & Orthopaedic Physicians](#).

## I live outside Australia. Can I still book a consultation with Specialistbooking.com?

Yes. Specialistbooking.com welcomes bookings from international patients anywhere in the world

## What are the fees for a consultation?

Consultation fees vary between specialists and specialties.

A standard initial consultation fee is between \$100 and \$400.

A follow up consultation fee is between \$100 and \$300.

Weekend and out-of-hours consultations are generally charged at higher rates.

Consultations for international patients range from \$200 - \$500.

## How do I pay for the consultation?

All payments are made by credit card at the time you schedule your specialist booking. Payment for any booking will be made at the time the patient books the consultation appointment. Patients will make payment through our third party payment processor [[Stripe](#)]. The payment will be subject to [Stripe's terms and conditions](#) (available via: <https://www.stripe.com/au/ssa>). A consultation will not proceed if you have not paid prior to the scheduled time.

## Can I get a Medicare rebate?

At this stage Specialistbooking.com consultations are not routinely covered by Medicare. Specialistbooking.com is a private consulting service offering “referral free” online Specialist Telehealth Consultations. If you have a referral from your General Practitioner and meet the Medicare Telehealth eligibility criteria, you might be entitled to a Medicare rebate. Please discuss this with your specialist.

## Are weekend, evening or out-of-hours appointments available?

Yes. Some of our specialists offer weekend, evening and out-of-hours consultations.

## Can I get refund?

Yes. If you cancel your appointment outside of 24 hours prior to the scheduled time, a full refund will be provided. Funds are automatically refunded back to your card. If you cancel within 24 hours or fail to login, no refund will be provided.

Funds will be automatically refunded back to your card if your online specialist booking was cancelled or unsuccessful. This could be due to technological failure or poor internet connection. Processing of refunds can take a up to seven business days.

## Can I record my consultation?

Yes. Specialistbooking.com provides all customers with the opportunity to have an audio or video recording of their online telehealth consultation. This can be played to friends, relatives and even your General Practitioner. If you wish to record the consultation please let the specialist know at the beginning of your consultation. Only you will have access to the recording, Specialistbooking.com does not store recordings of consultations.

## I don't have a computer, tablet or smartphone. Can I still have a consultation?

Yes. Specialistbooking.com offers telephone consultations for all patients. Fees for phone consultations are charged at the same rates as online consultations.

## Can I get a medical certificate or medical report?

Medical Certificates will be provided at the discretion of your treating specialist, if clinically appropriate. In addition, a copy of your consultation letter will be provided to you and your General Practitioner.

If you require a medical report this will be at the discretion of the specialist. There will be additional fees for any medical reports provided. These fees can be discussed with your specialist.

## What happens if my Specialist orders an MRI, x-ray, blood test or other investigation?

Our specialists will organise any clinically appropriate tests and investigations for you. All of our Specialists have private rooms that will liaise with you following the consultation to organise any tests required.

## Will my GP or Primary Care Physician receive information about the consultation?

Yes. In line with AHPRA guidelines and best medical practice, correspondence regarding the consultation will be sent to your General Practitioner or Primary Care Physician. You will be required to provide the details of your GP so that a consultation letter can be sent.

## Can DVA patients use Specialistbooking.com?

Yes. All DVA patients can access Specialistbooking.com. All patients are required to pay upfront prior to their consultation.

## Can public (non-insured) patients use Specialistbooking.com?

Yes. However, this is at the discretion of the specialist. Some specialists are happy to see non-insured patients, others only see patients with private health insurance. Before booking your appointment please review the specialist's online profile to see if you are eligible to book an appointment. All patients are required to pay upfront prior to their consultation.

## If my medical condition is the subject of a Workcover, TAC or other transport accident compensation system, can I use Specialistbooking.com?

Yes. However, this is at the discretion of the specialist. Before booking your appointment please review the specialist's online profile to see if you are eligible to book an appointment. All patients are required to pay upfront prior to their consultation.

## How do I provide feedback, report technical issues or make a complaint?

For all technical issues and complaints please contact our Specialistbooking.com support team by emailing [support@specialistbooking.com](mailto:support@specialistbooking.com) or calling [+61 3 9020 9399](tel:+61390209399).

For any questions please review our online [FAQ](#) section or contact [Specialistbooking.com](https://www.specialistbooking.com)

Email: [contact@specialistbooking.com.au](mailto:contact@specialistbooking.com.au)

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