# **The Complete Guide to Telehealth Doctors in Australia**

**Your Go-To Resource for Hassle-Free Healthcare, Wherever You Are**

Telehealth has completely changed how Australians see their doctor. What began as an emergency measure has become a trusted, convenient, and effective way to look after your health — without leaving your home.

Whether you’re juggling work, living in a rural community, caring for kids, or just prefer avoiding the waiting room, telehealth doctors bring quality medical care to you. This guide will help you understand how telehealth works in Australia, when it’s right for you, what it costs, and how to find trusted providers.

## **What Is Telehealth?**

In simple terms, **telehealth** is healthcare delivered over phone or video. It’s often called “virtual care” because you and your doctor connect from separate locations using digital technology.

In Australia, telehealth services include:

* Video consultations (where your doctor can see and assess certain symptoms)
* Phone calls for routine discussions
* Secure messaging for sharing medical information

Telehealth is used for:

* GP check-ups
* Specialist appointments
* Mental health support
* Managing chronic conditions
* Reviewing test results
* Getting repeat prescriptions or referrals

Your chosen telehealth provider will give you everything you need to join your appointment, including links, app info, and any tech requirements.

## **Why Telehealth Is Booming in Australia**

Telehealth has become part of everyday healthcare for a few good reasons:

✅ **Accessibility** People living in remote and regional areas can see doctors and specialists without long drives or flights.

✅ **Convenience** No waiting rooms, travel hassles, or parking dramas. You can have your appointment from your lounge room, car, or office.

✅ **Continuity of care** If you’re managing a chronic condition, telehealth helps keep you in regular contact with your doctor.

✅ **Better mental health access** Telehealth makes it easier to connect with psychologists, psychiatrists, and other mental health professionals discreetly, without feeling self-conscious in a waiting room.

✅ **Less exposure to illness** Especially handy during flu season or for anyone with a weakened immune system.

Plus, many health funds and Medicare rebates help reduce costs, making telehealth more affordable than ever.

## **When Telehealth Works Best — And When It Doesn’t**

While telehealth is brilliant for many health needs, it’s not a complete replacement for face-to-face care.

**Telehealth is ideal for:**

* Routine follow-ups
* Mental health consultations
* Prescription renewals
* Discussing test results
* Chronic condition management (where no physical exam is needed)
* Minor skin conditions visible via video (e.g. a rash)
* General health advice
* Post-op checks without needing physical touch

**But you’ll still need in-person care for:**

* Medical emergencies (e.g. chest pain, severe breathing issues — call 000)
* Physical examinations that require touch (e.g. feeling your abdomen, testing joints)
* Vaccinations or injections
* Procedures like wound care or minor surgeries
* New or complex symptoms that need hands-on assessment
* Situations where you feel more comfortable seeing your doctor face-to-face

More clinics now offer a **hybrid approach**, combining in-person and virtual appointments to give you flexibility and comprehensive care.

## **How to Find a Telehealth Doctor in Australia**

Finding a trusted telehealth doctor is easy these days. Here’s how to start:

✅ **Check with your usual GP or specialist** Many traditional practices now offer telehealth. They already know your medical history, making it easier to manage ongoing care.

✅ **Use reputable telehealth services** There’s a growing list of dedicated platforms connecting patients with Australian-registered doctors, including:

* Instant Consult
* TeleDoc Australia
* Phenix Health
* 24-7 MedCare

These services often offer:

* Video or phone consultations
* Medical certificates
* Prescriptions
* Referrals to specialists

✅ **Explore Healthdirect** Healthdirect (run by Services Australia) has a “find a health service” tool to search for doctors, with filters for telehealth services.

✅ **Specialist telehealth services** If you need specific help — like mental health support or medicinal cannabis — specialised telehealth providers are also available.

**Before booking, check:**

* That the doctor is registered with AHPRA (Australian Health Practitioner Regulation Agency)
* Operating hours that suit your schedule
* Services offered (e.g. prescriptions, certificates)
* Costs and whether Medicare rebates apply
* Privacy and security policies
* Reviews and reputation from other patients

Choosing a registered, reputable provider helps ensure safe, high-quality care.

## **What Does Telehealth Cost in Australia?**

Telehealth costs vary, depending on the doctor and the service. Here’s what to know:

* **Private fees:** Standard telehealth consults typically range from $45 to $75.
* **Bulk billing:** Some doctors offer bulk-billed telehealth appointments, meaning no out-of-pocket cost for eligible patients (e.g. concession card holders, children under 12 months).
* **Gap fees:** If a doctor charges more than the Medicare rebate, you’ll pay the difference (the “gap”).

**Medicare rebates** Telehealth is a permanent part of the Medicare Benefits Schedule (MBS). To claim a rebate, you usually need an **“existing and continuous relationship”** with the doctor — meaning you’ve had an in-person appointment in the last 12 months.

**Exceptions to this rule include:**

* Babies under 12 months
* People experiencing homelessness
* Urgent after-hours care

**Tip:** Always ask your clinic or telehealth provider if your appointment will be eligible for a Medicare rebate to avoid surprise costs. The Services Australia website has up-to-date info on all MBS telehealth items.

## **Tech Essentials for a Smooth Telehealth Experience**

One of the best things about telehealth is that you don’t need fancy equipment. Most people already have what’s required:

* Smartphone, tablet, laptop or desktop computer
* Built-in camera and microphone
* Reliable internet connection (for video calls)
* Headphones or speakers for clear audio
* A web browser (like Chrome or Safari) — some providers use apps instead

**Before your appointment:** ✅ Test your camera, sound, and internet connection.  
 ✅ Find a quiet, private spot where you won’t be interrupted.  
 ✅ Have your Medicare card handy.  
 ✅ Prepare a list of medications, allergies, or symptoms.  
 ✅ Write down questions you want to ask — it’s easy to forget them once the call starts!

## **Keeping Your Privacy and Security Safe**

Privacy is crucial in telehealth. Trusted Australian providers follow strict rules under the **Privacy Act 1988 (Cth)** and state or territory health privacy laws. This means:

* Video calls are secure and encrypted.
* Doctors conduct consultations in private spaces, just like in-clinic appointments.
* Your health records are stored securely under Australian regulations.
* Doctors confirm your identity and theirs at the start of your consult.
* Consent is required if a consultation is recorded.

**Your part:**

* Avoid public Wi-Fi during your telehealth call.
* Read the privacy policy of any telehealth provider you use.
* Only click on links from trusted providers.

If something feels off — like requests for personal info via strange emails or texts — contact your provider directly to verify.

## **The Future of Telehealth in Australia**

Telehealth isn’t going anywhere. It’s now a permanent feature of our healthcare system — and it’s set to keep growing. The future includes:

* **Hybrid care models** blending in-person and virtual care seamlessly.
* Wider use of remote monitoring devices for managing chronic conditions.
* Advances in artificial intelligence to support diagnoses and reduce paperwork.
* Better integration with My Health Record for smoother care between providers.
* Ongoing work to close the digital divide, ensuring telehealth access for all Australians, regardless of tech skills or internet availability.

## **The Bottom Line**

Telehealth doctors have revolutionised healthcare in Australia, offering convenience, flexibility, and access that many of us couldn’t imagine just a few years ago. From managing everyday health issues to connecting with specialists across the country, virtual care puts quality healthcare within reach — wherever you are.

At Medicly, we’re committed to making telehealth simple, secure, and personal. If you’re ready to experience healthcare on your terms, book a telehealth appointment today and skip the waiting room.

**Disclaimer:** This article provides general information and does not replace medical advice. Always consult a healthcare professional about your individual situation.