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

**Your go-to resource for simple, secure healthcare wherever you are**

Telehealth has transformed how Australians access medical care. Once seen as a stopgap, it’s now a trusted and effective way to look after your health without the hassle of travelling or sitting in waiting rooms.

Whether you live in a remote community, juggle work and family, or simply prefer the comfort of home, telehealth makes it easier to connect with qualified healthcare professionals. This guide explains how it works, when it’s the right choice, and how to get started.

## **What Is Telehealth?**

Put simply, **telehealth** means receiving healthcare over video or phone instead of in person. In Australia, telehealth includes:

* GP and specialist consultations
* Mental health support
* Reviews of test results
* Repeat prescriptions and referrals

Video calls add the benefit of visual assessment, while phone consultations are handy for quick follow-ups or when internet access is limited.

Your chosen provider will guide you through booking, explain any technical requirements, and share instructions to join your appointment securely.

## **Why Telehealth Has Become So Popular**

Telehealth has grown rapidly because it offers clear advantages, both for patients and the healthcare system.

It improves **accessibility**, especially for people in regional or rural areas who might otherwise have to travel long distances to see a doctor. With virtual care, you can book appointments without worrying about transport or mobility challenges.

It also saves time. Instead of rearranging your day to get to a clinic, you can chat to your doctor from home, during a break at work, or while caring for family. That flexibility often reduces stress and helps you stay on top of your health.

Telehealth can also help maintain **continuity of care**. If you’re managing a chronic condition, it’s easier to keep regular appointments and address concerns early, without long gaps between check-ins.

Mental health services have particularly benefited. Many people feel more comfortable seeking help when they don’t need to sit in a crowded waiting room, and telehealth has made accessing psychologists and psychiatrists simpler.

Finally, virtual appointments limit exposure to contagious illnesses—a significant advantage during flu season or for people with weaker immune systems.

## **When Telehealth Is a Good Fit—and When It’s Not**

While telehealth is versatile, it doesn’t replace every in-person appointment. Knowing when it’s suitable can help you choose the right type of care.

Telehealth is typically a good option for:

* Routine follow-ups and check-ins
* Mental health consultations
* Repeat prescriptions for stable conditions
* Reviewing test results
* General health advice
* Minor skin issues that can be shown on video
* Post-surgical reviews that don’t require a physical exam

In-person care is essential if you have new or complex symptoms, need a physical examination or procedure, or simply prefer face-to-face interaction. It’s also the best choice for vaccinations, injections, and any urgent medical issues. If you experience severe symptoms, always call **000** or go straight to your nearest emergency department.

Many practices now offer a **hybrid approach**, blending in-person and telehealth appointments to suit your needs.

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

There are plenty of reliable ways to connect with a qualified telehealth doctor.

Often, the simplest option is your usual GP or specialist. Many clinics offer virtual appointments for existing patients, which makes continuity of care easier since they already know your history.

If you need an appointment quickly or don’t have a regular doctor, dedicated telehealth platforms connect you with Australian-registered practitioners. Services like Instant Consult, TeleDoc Australia, Phenix Health, and 24-7 MedCare offer video or phone consultations, medical certificates, and prescriptions.

Healthdirect, a government-funded website, also has a “find a health service” tool to help you locate doctors offering telehealth near you.

Before booking, check:

* The doctor’s registration with the Australian Health Practitioner Regulation Agency (AHPRA)
* What services are available (e.g., prescriptions, referrals)
* Pricing, including Medicare rebates or gap fees
* Operating hours that suit your schedule
* The platform’s privacy and security measures

Reading reviews and confirming credentials can give you extra confidence you’re in good hands.

## **Costs and Medicare Rebates**

Telehealth costs in Australia can vary depending on the provider and service.

Standard private fees for a telehealth consultation are usually between $45 and $75. Some clinics offer **bulk-billed appointments**, which means Medicare covers the full cost for eligible patients, such as concession card holders or children under 12 months.

If your doctor charges more than the Medicare rebate, you’ll pay the difference (the **gap fee**).

To claim a Medicare rebate, you usually need to have an **existing clinical relationship**, which means you’ve had a face-to-face visit with the same doctor or practice within the past 12 months.

Exceptions apply if:

* The patient is under 12 months old
* You’re experiencing homelessness
* You need urgent after-hours care

If you’re unsure whether you’re eligible, ask your clinic or check the Services Australia website for up-to-date details on Medicare telehealth items.

## **What You Need for a Telehealth Appointment**

The good news: most Australians already have everything needed to get started.

You’ll need:

* A smartphone, tablet, laptop, or desktop computer with a camera and microphone
* A stable internet connection for video calls
* A quiet, private space where you won’t be disturbed
* Your Medicare card (if applicable)
* Any current medications, allergy details, or symptoms ready to discuss

It’s a good idea to test your camera and microphone beforehand and have a list of questions so you don’t forget anything during the appointment.

Some telehealth platforms use dedicated apps, while others run through your web browser (often Chrome or Safari). Your provider will let you know which they prefer.

## **Privacy and Security**

Protecting your personal information is a cornerstone of reputable telehealth services.

Australian telehealth providers comply with strict laws, including the **Privacy Act 1988 (Cth)** and relevant State or Territory health records legislation.

This means:

* Video consultations are encrypted and secure
* Doctors verify their identity and yours at the start
* Records are stored safely under Australian standards
* Your consent is required for collecting and using health information
* Recordings of sessions (if any) can only occur with your explicit agreement

For extra peace of mind, use a secure Wi-Fi connection and avoid public networks when attending appointments.

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

Telehealth is now a permanent part of Australia’s healthcare system — and it’s only going to grow.

More clinics are moving to **hybrid models** that combine virtual and in-person care. Technology will continue to evolve, with innovations like:

* Remote patient monitoring devices that track health conditions from home
* Artificial intelligence supporting triage and documentation
* Improved integration with My Health Record for seamless sharing between providers

At the same time, there’s a focus on making telehealth accessible for everyone, regardless of digital literacy or internet access.

## **The Bottom Line**

Telehealth has revolutionised healthcare in Australia, giving people more flexibility and control over their wellbeing. From mental health support to managing chronic conditions, telehealth doctors bring care directly to you — safely and conveniently.

**Ready to experience healthcare on your terms?** Medicly makes it simple to connect with qualified Australian GPs and specialists, no waiting rooms required. Book your appointment today.

**Disclaimer:** This guide provides general information and is not a substitute for professional medical advice. Always consult your healthcare provider about your individual situation.