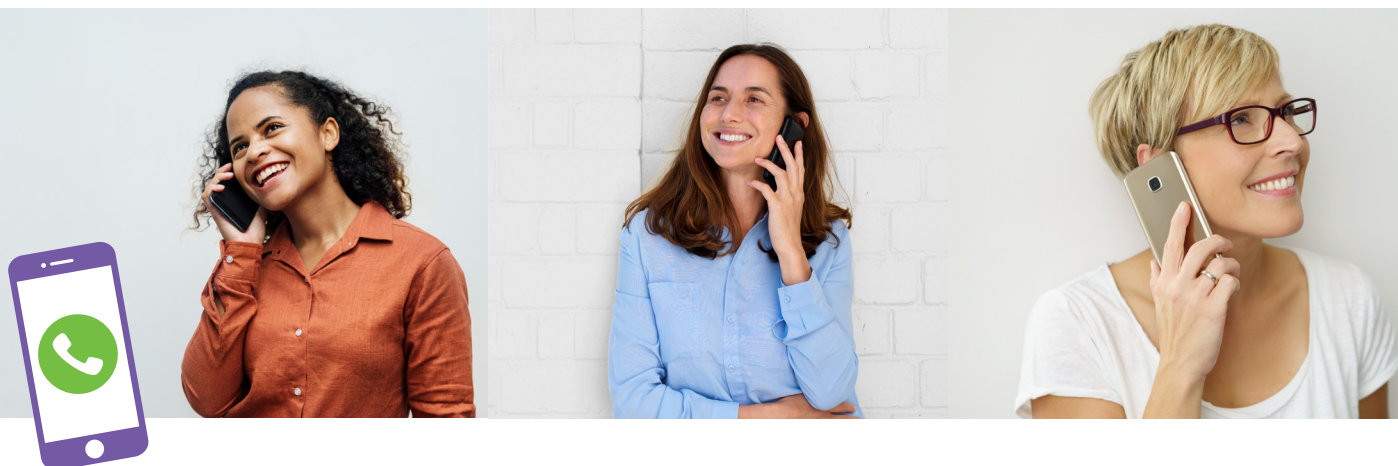


# Telehealth Services



## What is Telehealth?

Telehealth is where you can talk to one of our expert clinicians or counsellors over the phone from the privacy and comfort of your own home. A Telehealth consultation provides the same quality of care as a face to face consultation.

## Why use Telehealth?

It may be the only way you can seek support and advice from an expert clinician or counsellor.

With Telehealth you can:

- Access experts from your own home
- Break down barriers
- Put your safety first
- Prioritise yourself

## Telehealth Tips:

New to Telehealth? If you have ever received a phone call using a phone or mobile, it is exactly the same. Here are some tips to get you started.

### Getting Ready for your Telehealth consultation:

1. Once booked, you will receive a text confirmation reminder in advance of your appointment
2. 5-minutes before your appointment, ensure you are in a private space where you cannot be overheard or interrupted
3. Allow at least 30 minutes for your consultation. If on a mobile phone, make sure your device is fully charged and you have a charger close by
4. At the time of your appointment a True clinician will call you from a private number

Our expert clinician will ask you a series of questions to take a full sexual health history. At the telehealth consultation the clinician will determine what follow-up steps are needed. Most client needs are resolved during the telehealth consultation.



### Telehealth Queenslanders in rural, remote and regional locations:



Visit our True Outreach Clinic calendar to find when True is offering Telehealth services for your town.  
[true.org.au/clinic-outreach-calendar](http://true.org.au/clinic-outreach-calendar)



### Telehealth for Queenslanders in Metro locations:



Visit our True Clinic page to learn how to book a telehealth consultation with a clinic near you.  
[true.org.au/clinic](http://true.org.au/clinic)