



## Telehealth for cancer patients and carers

Your cancer treatment team may be offering you appointments by phone or video instead of face-to-face. These are both types of telehealth. You can still use an interpreter for telehealth appointments if you want to.

### What are the benefits?

Telehealth can:

- enable you to continue your vital health care
- reduce your risk of getting other illnesses like colds, flu and Coronavirus. This is important if your immune system (your body's ability to fight infection) has been weakened by your cancer treatment
- avoid the need to travel to appointments
- save you money on travel and accommodation costs
- be faster if you just need a prescription or have a quick question for your treatment team

## 癌症患者和护理人员 的 Telehealth 服务

您的癌症治疗团队可能会通过电话或视频而非面对面的方式为您预约看诊。这是 telehealth 服务的两种方式。如有需要，您仍然可以要求口译员协助参加 telehealth 预约看诊。

### 有什么好处?

Telehealth 能够:

- 使您得以继续使用医疗保健服务
- 降低您感染其他疾病的风险，如感冒、流感和冠状病毒。如果您的免疫系统（身体抵抗疾病的能力）由于癌症治疗而被削弱，则这点尤为重要。
- 无需出行即可看诊
- 节省旅费和住宿费
- 如果您只需要您的医疗团队开处方或回答简单的问题，则这种方式更为快捷

## What appointments are best for telehealth?

Telehealth is best for the following types of appointments:

- Where you have an existing relationship with your health professional
- follow-up care
- scan and test results
- advice on symptoms and side effects
- repeat prescriptions
- nutrition and exercise advice
- counselling

Your health professional will tell you if they need to see you in person and will make a follow-up appointment.

## What do I need?

### Video calls:

- a smartphone, iPad/ tablet, laptop or a computer that has a camera, microphone and speakers
- an email address or mobile phone number so they can email or text you the instructions and link
- internet connection

### Phone calls:

- a mobile phone or landline

## Telehealth 最适合什么类型的约诊?

Telehealth 最适合下列类型的约诊：

- 您已经与您的医护专业人员建立了关系
- 后续护理
- 讨论扫描或测试的检查结果
- 有关症状和副作用的咨询
- 续开处方
- 有关营养和锻炼的建议
- 心理辅导

医护专业人员会告诉您是否他们需要亲自见您，并会为您安排后续约诊。

## 我需要什么设备?

### 视频通话:

- 配有摄像头、麦克风和扬声器的智能手机、iPad/平板电脑、笔记本电脑或台式计算机
- 电邮地址或手机号码，以便接收使用说明和链接
- 网络连接

### 电话:

- 手机或座机



## Before your telehealth appointment

Check with your health professional if you can see scan or test results.

Let your health service know if you:

- are hard of hearing
- need an interpreter

Make sure you;

- read any instructions
- have a list of questions prepared
- have the email address for your local pharmacy so if you need a prescription your doctor can email the pharmacy any prescriptions.
- have a support person (e.g. friend or relative) with you if needed
- find a quiet place so you won't be interrupted and make sure you don't have a window or light behind you
- do not have your mobile phone on silent
- turn your microphone on (off mute) and your camera is on if you're using a laptop or tablet (iPad)
- set up the screen so you have your face and shoulders in view
- rest your screen on something so you don't have to hold it. This will make it easier for you to concentrate on the call and will also free your hands to write any notes.

## During the appointment:

- look at the screen
- speak slowly
- take it in turns to speak one at a time
- if you get cut off, wait for a phone call from your health professional
- write down any instructions and what you need to do next
- ask all your questions
- ask your doctor if they can share their screen with you when they are going through test or scan results.



## 参加 telehealth 约诊之前

请向医护专业人员查询您是否可以看到扫描或检测的结果。

如有下列情况，请通知您的医护服务机构：

- 听力不好
- 需要口译服务

请务必：

- 阅读使用说明
- 准备好问题清单
- 记下您当地药房的电邮地址，这样您的医生就可以将您需要的处方通过电邮方式发给药房
- 如有需要，请安排一名支持人员（如朋友或亲人）陪同参加
- 找一处安静的地方，以免被打扰；并确保不要背着窗户或光线
- 不要把您的手机设为静音模式
- 如使用笔记本电脑或平板电脑（iPad），请打开麦克风（关闭静音模式）和摄像头
- 设置好荧幕，让您的脸部和肩膀都入镜
- 使用物品支撑屏幕，这样您就不用拿着它了。这将使您更容易集中精力在通话上，并腾出双手做笔记。

## 看诊期间：

- 看着荧幕
- 放慢语速
- 轮流发言
- 如果断线了，请等待医护专业人员回拨
- 记下所有要求和下一步需要做的事情
- 问完所有问题
- 当医生查看测试或扫描检查结果时，请问他们是否可以与您共享屏幕



## Can I ask for a face-to-face appointment?

Yes.

You should have a face-to-face appointment if:

- it's your first time seeing the doctor
- your health professional has asked to see you in person
- you are not getting better

Or if you:

- need a physical examination, test, treatment or scan
- have more than one appointment at the health centre or hospital
- do not feel comfortable using telehealth
- do not have the technology or cannot use it

## How much will it cost?

Before your appointment, ask your health service if your appointment will be free (bulk billed) and if not, how much you will have to pay.

## Can I have a support person (e.g. a relative or friend) with me for the appointment?

Yes. Introduce the person to the health professional at the start of the call/ video as you would if you were meeting in person.



For information and support call us on 13 11 20 or for other languages call 13 14 50.

## 我可以要求面对面的约诊吗？

可以。

若属于下列情况，应使用面对面的约诊方式：

- 首次看这位医生
- 医护专业人员要求您亲自去看他们
- 您没有好转

或者您：

- 需要参加体检、测试、治疗或扫描检查
- 在医疗保健中心或医院有多个约诊
- 使用 telehealth 服务觉得不舒服
- 不具备或不能使用所需的技术设备

## 费用如何？

在参加约诊之前，请向您的医疗服务机构查询您的约诊服务是否免费（医保卡划付）；如非免费，则查询需要自付多少费用。

## 我可以带一名支持人员陪同参加约诊吗？

可以。就像参加面对面的约诊一样，请在通话或视频开始时就向医护专业人员介绍此人。

如需获得信息和支持服务，请致电13 11 20或13 14 50（如需口译员协助）与我们联系。

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如需获得信息和支持服务，请与癌症专科护士联系



电话：13 11 20



电邮：askanurse@cancervic.org.au



网站：www.cancervic.org.au



如需其他语言的服务，请致电13 14 50