

From: [REDACTED]
To: [medboardconsultation](#)
Subject: Consultation: revised telehealth guidelines
Date: Monday, 6 February 2023 2:33:32 PM
Attachments: [image002.png](#)
[image003.png](#)

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Hi

I routinely use online prescription and GP consultation services as it saves me time (I don't have to take time off work to book in with a local GP for a repeat script or have a basic consultation). The scripts only cost me \$19 and I have been taking several medications for many years. I see an in-person GP every few months for more complex issues and for general well-being etc. These online and telehealth services are more affordable and convenient than local services. A few weeks ago I had a UTI (I know the symptoms as I have had a few over the years) and I wasn't able to get into my local GPs for days and I knew I needed a script urgently or would have had to attend the local emergency dept at the hospital due to the pain I was experiencing. I was able to connect to a GP via instantconsult within 10 minutes and was able to pick up my script from my local pharmacy within the hour and I improved overnight so I could attend work the next day. I acknowledge these online services aren't for everyone but for those of us who are busy and have a good knowledge of our health they are a vital part of the medical system. Without them, there would be more burden placed onto local emergency health depts as the services enable us to access prompt medical advice and prescriptions quickly.

These services should stay in place as they play an important role in the overall health care system. There should also be a medicare rebate available for patients who use these services, even with some additional out of pocket costs but there should be some form of rebate.

Thanks

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