

Managing your health during COVID-19

Dealing with your health has never been more important. While you are encouraged to continue to visit your doctor or pharmacist, options are available to support those who cannot. The Australian Government has rolled out a number of changes to Australia's healthcare system to support all Australians, especially those with a chronic condition who may not feel comfortable visiting their healthcare professional, to continue managing their health during COVID-19.

You can speak with your doctor on the phone or have a video consultation

Make a bulk-billed telehealth appointment with your doctor. When it comes to your appointment, use your computer or smartphone to make a video call, at no extra cost.¹

To find out more about telehealth services, contact your doctor.

"I'm worried I won't be able to see my doctor until the COVID-19 pandemic is over!"



1

"People are talking about telehealth, but don't I have to go and collect my script anyway?"



2

Your doctor can send your prescription straight to your pharmacy

Good news – your doctor can now provide your prescription to the pharmacist electronically²

You can video call your doctor or nurse for a follow up consultation

You can (video) call your doctor or nurse for a follow up consultation and if you need help on how to take your medication.

"What if I'm not comfortable with taking my medication – who do I speak to?"



4

"I'm worried about going to a pharmacy and putting myself at risk"



3

Pharmacists can dispense your medication and send it directly to your home

Thanks to the home medicines service, your pharmacist can send most PBS or RPBS medicines straight to your front door, once a month, at no extra charge.

 PHARMACIES NEAR YOU
<https://www.findapharmacy.com.au/>

If you're older (60+ or 50+ for Aboriginal and Torres Strait Islander peoples) and/or have a chronic or underlying condition, you can still arrange a home visit with your doctor. Contact your local doctor to organise one. If you have a medical emergency and need an ambulance, you should dial 000 for immediate assistance. For latest Australian Government news, visit: www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert

¹Primary Care Package – MBS Telehealth Services and Increased Practice Incentive Payments. Available at: <https://www.health.gov.au/resources/publications/covid-19-national-health-plan-primary-care-package-mbs-telehealth-services-and-increased-practice-incentive-payments>. Accessed in April 2020. ²Primary Care – Fast Track Electronic Prescribing. Available at: <https://www.health.gov.au/resources/publications/covid-19-national-health-plan-primary-care-fast-track-electronic-prescribing>. Accessed in April 2020. ³Home Medicines Services information for consumers. Available at: <https://www.health.gov.au/resources/publications/covid-19-national-health-plan-home-medicines-services-information-for-consumers>. Accessed in April 2020. AU-13133, May 2020.

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