



Alevia Medical Weight Loss – Telehealth Consultations

Fees

The fees for the Telehealth Consultation are fully **bulk-billed** for those who qualify, as stipulated by the Australian Government. Patients who qualify include those who:

- Have been diagnosed with COVID-19 virus, OR;
- Have been required to isolate themselves in quarantine, OR;
- Are at least 70 years old; OR
- Are at least 50 years old and are of Aboriginal or Torres Strait Islander descent; OR
- Are pregnant; OR
- Are a parent of a child under 12 months; OR
- Are already under treatment for chronic health conditions (e.g. obesity, depression, diabetes, PCOS, hypertension, heart disease, osteoarthritis) or is immune compromised; OR
- Meet the current national triage protocol criteria for suspected COVID-19 infection.

If you are not sure if you meet the criteria for bulk-billing, please contact our reception team for clarification.

Otherwise, the following private fees will apply and will be taken over the phone in advance of your consultation.

15mins or less	\$65
Greater than 15 mins or less than 30 mins	\$130
Greater than 30 mins or less than 45 mins	\$160

Ahead of Your Consultation

We ask you to call in at the time of your consultation to 03 9344 1322 to “check in” much like you would if you arrive at the clinic.

The doctor will then call you back as soon as they finish their previous consultation. In some situations, a Skype consultation can be arranged. If this is your preferred method of consultation, then please download and test skype and add contact@alevia.com.au to your Skype contacts and test your microphone and speaker prior to our scheduled appointment.

Please also ensure you have completed the following steps ahead of your consultation:

1. Please ensure you have scales at home (preferably digital and accurate). Should be within 200g if you weigh yourself twice within a short space of time, i.e. not a 2kg difference!
2. Download our Alevia App (free for all Alevia patients) – available on the App Store and Google Play
3. Please ensure you have watched the instructional video on how to use our Alevia App. This will be an important weight loss tool to utilise while our services are virtual. You can watch the video here: <https://www.youtube.com/watch?v=fwISxjDv48o>
4. Prior to starting the phone consultation, please make sure you have weighed yourself and checked your blood pressure (if applicable) and entered the updated data into the app tracker. You can use the notes section to enter your blood pressure reading.



5. If your details have recently changed, such as your mobile number or email address, it is your responsibility to ensure that we have your most up-to-date details, so we can contact you easily
6. Make sure you have your phone switched on and ready to answer the incoming call from the doctor at the time your consultation is scheduled for. Please allow 5-10mins either side of your consult for your doctor to contact you. We will do our best to run to time.

During your Telehealth Consultation

Your doctor will make contact with you via mobile phone or Skype at the time of your appointment. You will be able to review your weight management plan and progress, troubleshoot any problems you may be having and receive medical advice about how to continue on in your weight loss journey from here.

Your doctor will make notes (similar to a face to face consultation) during the consultation (similar to face-to-face). No recording is kept of the video consultation itself. The same rights of confidentiality and privacy apply to a video consultation as they do to a consultation in person.

You can change your mind and stop using video consultations at any time, including in the middle of a consultation. This will not make any difference to your right to ask for and receive health care.

Administrative Support

If at any time you require administrative or IT support for your Telehealth consultations, please don't hesitate to reach out to our reception team on 9344 1322 or contact@alevia.com.au

We welcome feedback as we continue to refine our processes for Telehealth consultations and encourage any thoughts or suggestions you have for future consultations.

Many thanks for your flexibility in advance.

Warm regards

The Team from Alevia Medical Weight Loss.