

# NSW Immunisation Specialist Service (NSWISS)

A clinicians guide to participating in Telehealth consultations with the Immunisation Specialist Clinic



## What services does the Immunisation Specialist Clinic Telehealth consultation provide?

- Assessment and management of a child or adolescent who has previously experienced an adverse event following immunisation.
- In-depth consultation with parents who have concerns about vaccines, side-effects and possible adverse events.
- Outline of schedule options for future vaccination (which may differ from the standard schedule depending on the nature of the adverse event experienced).
- The consultation will be conducted at the patients home or in your office if preferred.

## What is a Telehealth consultation?

Telehealth is a secure meeting using video conference technology.

If your patient lives outside of the Sydney metropolitan region a Telehealth consultation with the Immunisation Specialist Clinic allows your patient to have a consultation with our immunisation specialists via a computer webcam.

A Telehealth consultation reduces the need for patients to travel long distances to The Children's Hospital at Westmead.

This service is bulk billed.

## What equipment is needed?

- A computer with a web camera. The camera may be built in or plugged in.
- A microphone and speakers.
- Reliable internet connection.
- An email address that can be accessed from the computer being used for Telehealth consultation.
- The Lync program downloaded onto the computer being used for Telehealth consultation. The link for this program will be provided via email.

## How do I make an appointment?

Telephone: 1800 679 477 (1800 NSWISS)  
Fax: (02) 9845 1418

- Send a detailed referral letter to the Specialist Immunisation Clinic attention A/Prof Nicholas Wood on fax **(02) 9845 1418** or email to **SCHN-NSWISS@health.nsw.gov.au**.
- A member of our team will then contact your patient to book an appointment.
- An email appointment with a link to the program required will be sent to your patient.
- We will arrange a trial Telehealth conference meeting approximately a week before the appointment if needed.

