Managing Diabetes Through Telehealth

It's easier than ever to manage diabetes through telehealth thanks to advances in diabetes technology and video conferencing software.

Telehealth With Macintyre Health

We have almost a decade's experience in managing diabetes through telehealth, bringing you the best in diabetes education no matter where you live.
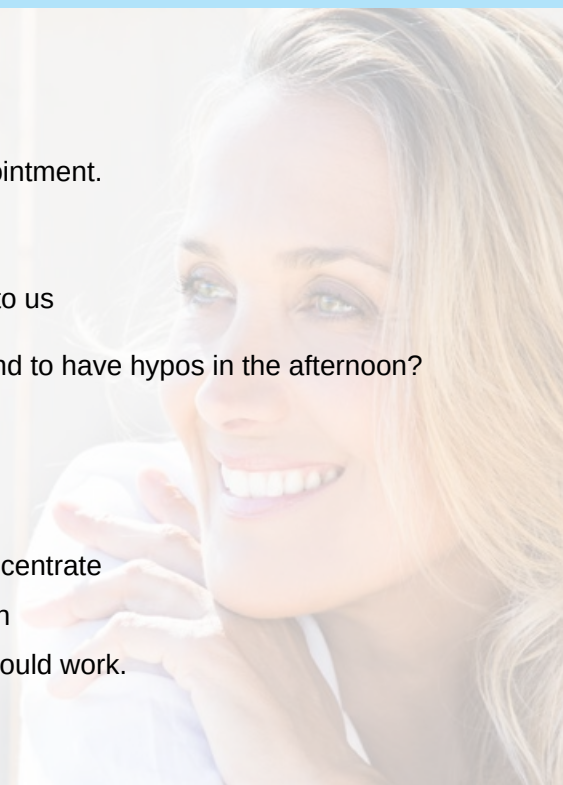
How does it work? You simply:

① Take a look at our Diabetes Education and Dietetics Services to work out what kind of help you might need. Book a Telehealth appointment with Macintyre Health through our website by calling 1300 220 914

② Upload data from your pump, glucometer or CGM device to the patient portal in Clinic to Cloud (we'll explain how if you're not sure) or send us your diary pages

③ Follow our email or SMS instructions for joining your Telehealth appointment

④ Spend time reviewing your diabetes with one of our highly skilled Credentialed Diabetes Educators or Dietitians - it's very much like a face-to-face appointment except that it's over the internet

⑤ Pay for your consultation

⑥ Go back to your daily life with some evidence-based strategies to help manage your diabetes.

Preparing for Your Telehealth Appointment

A bit of preparation can help you get the most out of your telehealth appointment.

We recommend that you:

① Take a look at your own blood glucose data once you've uploaded it to us
   • What do you notice?
   • Are your glucose levels always high before breakfast? Do you tend to have hypos in the afternoon?
   • Try to spot some patterns

② Reflect on how your diabetes management is going
   • Is there anything you'd like to talk to us about?

③ Think about where you'll sit for your Telehealth appointment
   • Choose somewhere where you'll have some privacy and can concentrate

④ Have a pen and paper handy in case you want to write anything down

⑤ Go through our advice below on using Coviu so you're confident it should work.

Using Coviu

Coviu is our preferred tool for Telehealth consultations (though we're happy to use other methods like Zoom or a phone call if you prefer).

We like Coviu because it was first created within the Australian research organisation CSIRO and is built for telehealth.
Here's how it works:

① We'll send you an email confirming your appointment

② That email has a big red button that says Join the Call. Click on it a couple of minutes prior to your appointment

③ You'll be asked to take a selfie and fill in your first and last name so we can identify you

④ You'll be asked to 'enable camera and microphone'. Say 'yes' to this so we can see and hear you

⑤ You're good to go.

What device should I use?

You can use your computer, laptop, smartphone or tablet – whichever you prefer. It just needs to be connected to the internet and have an inbuilt camera, speaker and microphone. Most equipment built after 2010 has these.

What Does a Telehealth Appointment Cost?

We usually charge a private fee for telehealth appointments, except for certain items on a Chronic Disease Management Plan from your GP where we charge a gap fee.

Payment is due in full at the end of your consultation. If the care plan referral is sent to reception in advance, we may be able to claim the rebate on your behalf, Medicare will then deposit the rebate directly into your account in 24-48 hours.

If you have been unable to provide your care plan referral from your GP, you can then present your paid invoice to Medicare or your health fund as you may be eligible for a rebate, which is usually paid into your bank account within 24-48 hours.

Do I need to login or create an account?

No. You just click Join the Call when it's time for your appointment.

What browser do I need?

Please make sure you're using the latest version of Google Chrome or Safari.

Coviu's Patient Support Page provides further information about using Coviu and links that enable you to check your device speed and software compatibility.

What Next?

Book a Telehealth appointment or refer a patient by calling our friendly reception team on **1300 220 914** or visit **macintyrehealth.org**

We look forward to speaking with you soon.