

Telehealth appointments and cancer

Cancer Council



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.

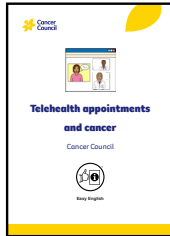


We will write contact information at the end of this book.

About this book



This book is from Cancer Council.



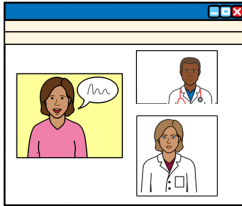
This book is about **telehealth** appointments when you have **cancer**.

Telehealth is when you have a health appointment



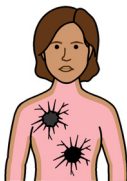
- on the phone

or

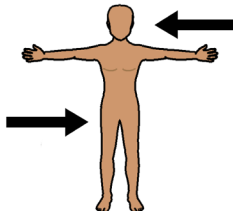


- through a video call.

Cancer is a disease that



- can grow in any part of your body



- can spread from one part of your body to other parts



- can make you sick.

When telehealth works well



Your **treatment team** might suggest telehealth instead of seeing them in person.

Treatment team means the people who look after your health when you have cancer.

For example, your



- doctors



- surgeons



- nurses



- social workers.



Telehealth can be good for some types of appointments.



Telehealth works best when

- you already know your treatment team

and



- they know about your cancer.



At a telehealth appointment you can still have

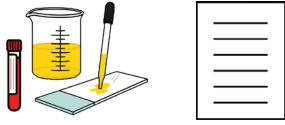
- a person you trust come with you to help

- an **interpreter**.



An interpreter is someone who speaks your language.

Telehealth appointments can work well when you need to



- get scan or test results



- ask for medicine you have had before

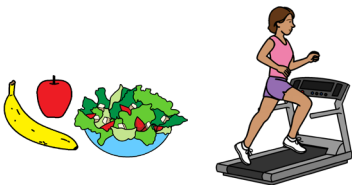


- ask questions.

Telehealth can also be good to talk to your treating team about



- symptoms or side effects

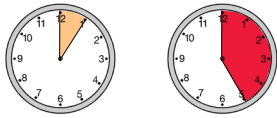


- food and exercise

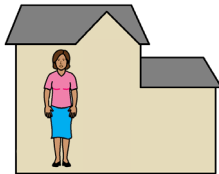


- counselling.

Why is telehealth good?



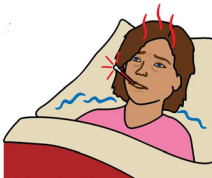
A telehealth appointment can be faster than an appointment in person.



With telehealth you can stay at home.

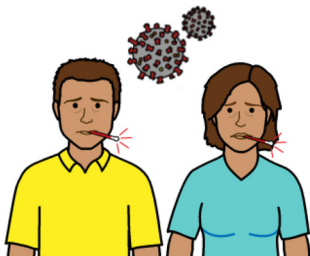


You do **not** have to travel to the appointment which can save you money.

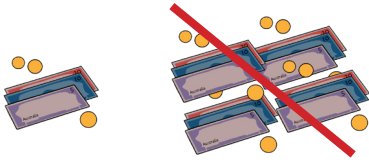


Some cancer treatments make your body weak so you might get other illnesses more easily.

Telehealth can help protect you from getting sick with

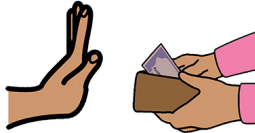


- a cold
- coronavirus.



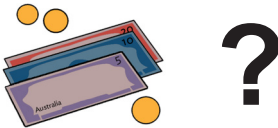
Telehealth does **not** cost more than seeing your treatment team in person.

When you make the appointment you can ask the **health service**



- if the telehealth appointment will be free

or



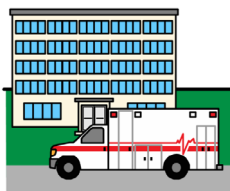
- how much you will have to pay.

Health service means the place where the treatment team works.

For example



- a clinic



- a hospital.

When is it best to see your treatment team in person?



It is best to see your treatment team in person when

- it is your first time seeing them



- you are not getting better



- the treatment team needs to check your body



- you need to get a test or scan

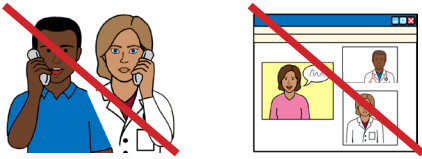


- you need to get treatment.



Your treatment team will tell you if they want to see you in person.

You can ask to see your treatment team in person if telehealth is **not** right for you.



For example

- if you **cannot** do telehealth
- if you **do not** feel good doing telehealth.



What you need for a telehealth appointment

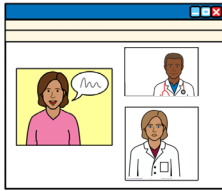


For a telehealth **phone call** you need

- a mobile phone

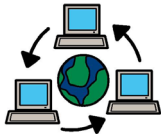
or

- a home phone.



For a telehealth **video call** you need

- internet access



- an email address or mobile number so the health service can send you appointment information.





To do the video call you need a **device** that has

- a camera



- a microphone



- speakers or headphones.



The device could be

- a smart phone



- an iPad or tablet



- a laptop or computer.

Before your telehealth appointment



Before your telehealth appointment, tell the health service if

- it is hard for you to hear

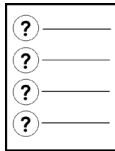


- you need an interpreter.



To get ready for your telehealth appointment

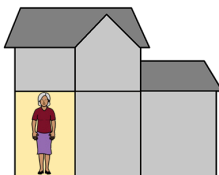
- read any instructions you are given



- think about questions you want to ask

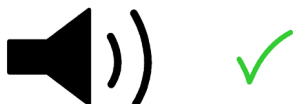


- get your pharmacy contact details.



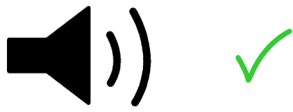
To set up for the telehealth appointment

- find a place that is private



- check your phone is **not** on silent.

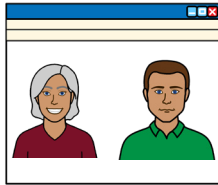
If you are doing a video call



- check your microphone and speakers are **not** on mute



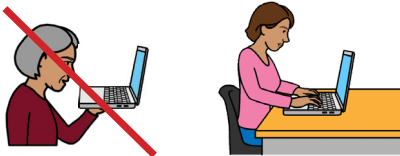
- check your camera is on



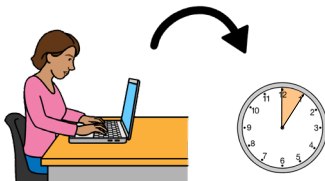
- set up the screen to show your face and shoulders and your support person if you have one



- sit where there is light on your face so the person on the call can see you

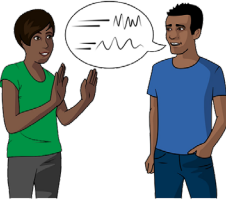


- put the device on something so you do **not** have to hold it



- connect a few minutes before your appointment to check that everything works.

In your telehealth appointment



While you are in the appointment

- speak slowly



- ask all your questions

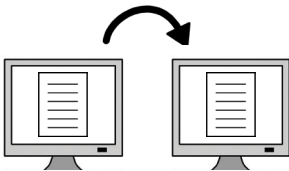


- if you **cannot** hear what the person on the call says, ask them to repeat it.



You can ask your treatment team to send you what you need to do next.

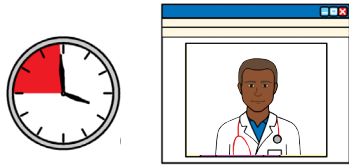
For example, in an email.



If you are on a video call you can ask the person to share their screen to see test or scan results.



If the call gets cut off wait for the person to call you back.



Sometimes the treatment team member might be late to the appointment.



You might

- have to wait for your phone to ring



- see a message on your screen that tells you to wait.



If you are worried you can call the health service.

More information



Contact Cancer Council for

- cancer information

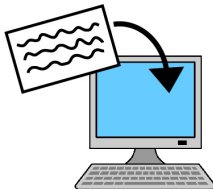
- support.



Call 13 11 20



Website cancervic.org.au



Email askanurse@cancervic.org.au

If you do not speak English



You can get cancer information in other languages on our website.



Website cancervic.org.au/languages



Contact Cancer Council through the Translating and Interpreting service or TIS.

Call 13 14 50



Ask the TIS to call 13 11 20.



If you need help to speak or listen use the National Relay Service.



Call 1800 555 660



Website

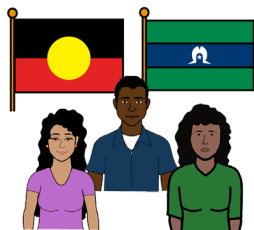
communications.gov.au/accesshub/nrs

Ask the relay officer to call 13 11 20.

Acknowledgement of Country



Cancer Council **respects** the **First Peoples of Australia.**



The First Peoples of Australia are the Aboriginal and Torres Strait Islander people.

Respect the First Peoples of Australia means we understand the importance of First Peoples

- culture

and

- history.

Acknowledgements

Cancer Council is Australia's peak non-government cancer control organisation. This fact sheet was funded by the Dry July Foundation.

This information is based on the expertise of clinicians who work in the area and consumer experience. We thank the reviewers of this fact sheet.

Note to reader

Always consult your doctor about matters that affect your health. This fact sheet is intended as a general introduction and is not a substitute for professional medical, legal or financial advice. Information about cancer is constantly being updated and revised by the medical and research communities. While all care is taken to ensure accuracy at the time of publication, Cancer Council Australia and its members exclude all liability for any injury, loss or damage incurred by use of or reliance on the information provided in this fact sheet.

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