

**Are you a patient or carer?** Share this guide with your GP — then submit your referral at [geriatric.telecare.com.au](http://geriatric.telecare.com.au)

## ~4 Weeks

Specialist appointments within ~4 weeks

## Bulk Billed

MMM2+ eligible patients (rural & regional)

## Two Services

Geriatric Medicine & Geriatric Psychiatry

## All States

Australia-Wide Telehealth Home or aged care

## 01.

### WRITE THE REFERRAL

Address to "Telecare Geriatrician" or "Telecare Geriatric Psychiatrist"  
No named specialist required.  
Valid for 12 months.  
See "What to Include" checklist below.

## 02.

### SEND THE REFERRAL

Send directly to Telecare, or give to your patient or family to upload online.  
  
admin@telecare.com.au  
(03) 9034 9950

## 03.

### WE HANDLE THE REST

Our team contacts your patient or family to schedule the telehealth appointment. You receive a full clinical report after the specialist assessment.

### WHAT TO INCLUDE IN THE REFERRAL

A detailed referral is always preferred. Include the following:

- 1 Reason for referral and impact on daily functioning
- 2 Current medications (especially if polypharmacy review is needed)
- 3 Relevant medical, cognitive, and psychiatric history
- 4 Current residential status (home, aged care, supported living)
- 5 Prior cognitive, neuropsychological, or psychiatric assessments (if available)
- 6 Specific concerns from family, carers, or aged care facility staff

### WHAT YOUR PATIENT RECEIVES

After assessment, you and your patient will both receive:

- ✓ **Comprehensive specialist report**
  - Clinical findings, diagnosis where applicable, and management recommendations
- ✓ **Ongoing management plan**
  - Guidance for GP-led care, prescribing, and allied health referrals
- ✓ **Delivered within ~2 weeks**
  - From assessment appointment to report in your inbox

*You remain the ongoing treating GP — our specialist provides the clinical recommendation and is available to advise.*

### TELEHEALTH APPOINTMENT NOTES

To help your patient or their family prepare for the appointment:

- **Family member or carer attendance is encouraged** — especially for patients with cognitive difficulties
- **Appointments from home, aged care facility, or supported living** — any location with internet access
- **Device needed: smartphone, tablet, laptop, or desktop with a camera** — no special software required

## WHO IS SUITABLE

### REFER IF...

- + Cognitive decline, memory concerns, or suspected dementia
- + BPSD (behavioural and psychological symptoms of dementia)
- + Falls and balance concerns in older adults
- + Polypharmacy review required
- + Complex medical conditions in older adults
- + Depression, anxiety, or mood changes in older adults
- + Aggression, agitation, or behavioural disturbance
- + Residing at home, in aged care, or supported living

### MAY NOT BE SUITABLE

- ✗ Acute psychiatric crisis or active psychosis
- ✗ Requires urgent in-person physical assessment
- ✗ Complex or highly comorbid presentations — contact us first to discuss suitability

**Bulk billing eligibility:** Fully bulk billed for patients in MMM2+ areas (rural & regional).  
Metro patients (MMM1) may have out-of-pocket costs — use the fee calculator at [geriatric.telecare.com.au](http://geriatric.telecare.com.au).

admin@telecare.com.au | (03) 9034 9950 | [geriatric.telecare.com.au/referrer-guide](http://geriatric.telecare.com.au/referrer-guide)