

# How do I access my regular or routine medical appointments during the coronavirus pandemic?

During the coronavirus (COVID-19) pandemic, we have been distancing ourselves from other people as much as possible.

Many doctors have reduced face-to-face visits to their surgeries for vulnerable people, and many people are nervous about going to the doctor's surgery because of the risk of exposure to COVID-19.

There are still options for a consultation with your doctor or specialist.

People with chronic medical conditions, such as asthma or diabetes, which require review or have a medical or mental health concern that is not COVID-19 related should continue to see their doctor.

There are several options, which are listed below. Consultations with your GP or other health practitioners as well as some hospital outpatient reviews can be made:

- over the phone;
- by video call on your phone or computer; or
- face-to-face in the surgery. Follow instructions given to you by staff at the practice as they provide procedures which keep the environment safe for patients and staff.

For some vulnerable people, some GPs will offer home visits. Contact your GP surgery, the specialist's rooms or outpatient clinic to find out how consultations are being conducted. Bookings may be made for a phone consultation with the doctor.

For information about a telephone conference with your doctor, click on the links below.

- <https://www.youtube.com/watch?v=SNELa1ssabg>
- [How to arrange a telephone conference with a doctor.](#)

#### Reference

Australian Government Department of Health (2020). [COVID-19: Whole of population telehealth for patients, general practice, primary care, and other medical service](#)