



## Telehealth Services Provided by GPs and Non-Specialist Medical Practitioners to Patients in Rural and Remote Areas

Date of change: 1 November 2019

- New items:       2461, 2463, 2464, 2465 – for general practitioners  
                      2471, 2472, 2475, 2478 – non-specialist medical practitioners in Modified Monash Model (MMM) area 1  
                      2480, 2481, 2482, 2483 - non-specialist medical practitioners in MMM 2-7 areas

---

### Revised structure

- 12 new Medicare Benefits Schedule (MBS) items for GP telehealth video consultations with patients living in rural and remote areas.
- Telehealth services help to address inequities in the provision of health care services and have the potential to deliver improved health outcomes to people living in rural and remote locations.

### Patient impacts

- From 1 November 2019, people living in rural and remote communities will be able to request a video consultation with their doctor.

### Restrictions or requirements

- To be eligible for the new telehealth service, a patient must:
  - be living in a MMM 6 or 7 area;
  - have received three face-to-face professional attendances in the preceding twelve months from the practitioner who will provide the telehealth service; and
  - at the time of the consultation, be at least 15 kilometres by road from the practitioner.
- The MMM classification status of specific locations can be checked at: <https://www.health.gov.au/resources/apps-and-tools/health-workforce-locator/health-workforce-locator>



The following examples of the MBS telehealth video consultation items are intended to provide a guide for the new services. Full details of all the new items are available at [www.mbsonline.gov.au](http://www.mbsonline.gov.au)

## New item 2463 – General Practitioner video conferencing consultation attendance for patients in rural and remote areas

**Overview:** Video consultation item to assist with access to general practice services in rural and remote locations.

**Descriptor:**

Professional attendance by video conference by a general practitioner, of less than 20 minutes in duration, including any of the following that are clinically relevant:

- (a) taking a patient history;
  - (b) performing a clinical examination;
  - (c) arranging any necessary investigation;
  - (d) implementing a management plan;
  - (e) providing appropriate preventive health care;
- for one or more health-related issues, with appropriate documentation.

**MBS fee:** \$38.20

**Benefit:** 100%

## New item 2475 – Other non-referred video conferencing consultation attendance for patients in rural and remote areas

**Overview:** Video consultation item to assist with access to medical practitioner services in rural and remote locations.

**Descriptor:**

Professional attendance by video conference of more than 25 minutes in duration but not more than 45 minutes by a medical practitioner who is not a general practitioner

**MBS fee:** \$38.00

**Benefit:** 100%

## New item 2481 – Non-Specialist Practitioner video conferencing consultation for patients in rural and remote areas

**Overview:** Video consultation item to assist with access to medical practitioner services in rural and remote locations.



**Descriptor:**

Professional attendance by video conference of more than 5 minutes in duration but not more than 25 minutes by a medical practitioner.

**MBS fee:** \$30.55

**Benefit:** 100%

*Please note that the information provided is a general guide only. It is ultimately the responsibility of treating practitioners to use their professional judgment to determine the most clinically appropriate services to provide, and then to ensure that any services billed to Medicare fully meet the eligibility requirements outlined in the legislation.*

*This sheet is current as of the Last updated date shown above, and does not account for MBS changes since that date.*