

Dear Parent/Guardian,

To ensure we minimise the spread of infection, all non-essential patient consultations will be converted to Telehealth.

Please get a blood test for Hba1c done at a laboratory close to home the week before your appointment.

HbA1c testing is the best way to monitor diabetes control. A pathology slip will be mailed to you with your appointment notice

- Please keep a record of the laboratory you used (e.g. Dorevitch / Melbourne Pathology).
- External labs only take blood samples via venepuncture (through a vein) instead of a fingerprick.
- Please email endo@rch.org.au to let us know once the Hba1c has been done and which lab you used.

Note:

- *Some external laboratories can come to your home to collect Hba1c tests – please enquire with the laboratory of your choice if this is required.*
- *It is possible for you to come to RCH pathology for your test if your child wishes to have a fingerprick sample; screening procedures are in place at RCH and you should only attend if you are well. Only one parent can accompany a child.*

Instructions for Telehealth Conference

You will require a fast broadband connection and a device capable of video-calling e.g. a smart phone, tablet or computer to participate in telehealth appointment.

Please let the clinic scheduling team know if this is not possible (Phone: 03 9345 5816).

If telehealth is not possible, we can arrange a telephone review; while not ideal, this would allow discussion of HbA1c result, review of doses and any other issues and would be preferable to a missed review.

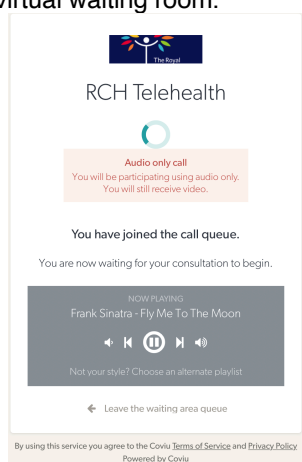
- Please ensure you read the information on the RCH Telehealth website prior to the appointment:
<https://www.rch.org.au/telehealth/>
- Prior to the appointment, please do a test call to ensure your camera/microphone works.
- At least 5 minutes before your appointment, click on the “Start your video call” button to start the session.

Telehealth

[Access to RCH telehealth for patients, families & outside callers](#)

[Start Your Video Call](#)

- You will be asked to provide access to your camera and then type your child's name and your phone number. This will place you in the virtual waiting room.



- We will start the telehealth conference when we are available.
- Prescriptions and/or pathology/radiology request forms can be sent via mail or email after the consultation.