Last updated: 16 December 2025

Types of appointments

Telehealth

Telehealth is having a consultation with a healthcare provider by phone or video call.

They may be a convenient, or even a necessary option for clients with significant mobility issues, who live in remote areas, or experience difficulty with public spaces. In some cases, the need for a telehealth assessment may be based on the advice of the case manager under the Coordinated Client Support Program, but being supported by this program might not be the only reason to use a telehealth assessment.

Telehealth appointments can also save time and money by reducing the need to take time off work, travel, wait in waiting rooms, or pay for parking or public transport. However, in most cases telehealth isn't the best option for a compensation assessment and will not provide sufficient information. Medical diagnosis requires physical examination to distinguish between different possible conditions.

Most impairment assessments require objective assessments, where a physical examination is undertaken to assess the degree of impairment to confirm reported impairment with clinical findings and to assess relative contributions (i.e. apportionment).

Telehealth appointments should generally be offered as a last resort and **when a physical examination isn't necessary.**

This requires an understanding of the conditions being claimed and assessed, the questions being asked and how that information is obtained. Some criteria rely only on what the client reports. In these cases, a medical examination is also needed to confirm the information, particularly if there are multiple conditions or the level of impairment reported is unexpected. The delegate should weigh any potential negative impact on the client of needing to attend an assessment in person, with the reduced reliability of the evidence that will be provided.

Advice may be sought from a MAC to clarify whether the assessment can be undertaken without physical examination.

Telepsychiatry

Telepsychiatry is well established and will be appropriate as a telehealth assessment in most circumstances.

Musculoskeletal assessments require a physical examination and are therefore rarely appropriate for telehealth assessment. However, it may be appropriate to consider an in-person assessment by a physiotherapist or other suitable health provider in combination with a medical telehealth assessment.

Telehealth assessments for completion of DVA paperwork may be reasonable when there is already an established diagnosis, and the assessment is by a GP with a longitudinal treating relationship with the client. A telehealth assessment is much less likely to be successful when there is no prior doctor patient relationship.