

Welcome to...



Dermo Direct provides digital Specialist Dermatology services to anyone in Australia who is in need. Our vision is to provide the services of a Board-Certified Dermatologist to those who would otherwise struggle to access such care due to distance, mobility, being short on time or other issues.

Our Services

- ✓ Acne
- ✓ Eczema
- ✓ Psoriasis, including access to dermatologist-only medications if appropriate
- ✓ Rosacea
- ✓ Hidradenitis Suppurativa
- ✓ Seborrhoeic dermatitis
- ✓ Tinea (fungal)
- ✓ Hair Diseases, including male and female pattern hair loss
- ✓ Nail Diseases
- ✓ Perioral dermatitis
- ✓ Hidradenitis Suppurativa, including access to dermatologist-only medications if appropriate
- ✓ Urticaria (hives)

We can also recommend the most appropriate diagnostic tests for GPs to do, with skin conditions that are difficult to diagnose.

Questions & Answers

Q. Do I need a GP Referral?

A. You don't need to have a GP referral to book online and use our service. However, if you want to be eligible for a Medicare rebate and you live in a Telehealth eligible area (enter postcode on the home page for eligibility), you will need an active GP referral. For subsequent reviews of the same skin problem, you can also book a review appointment if your GP referral is still active and you are located in a Telehealth eligible area.

Q. Am I eligible for a Medicare rebate?

A. If you live in a Telehealth eligible area (most rural areas), you will qualify for a Medicare rebate, but only if you have an active GP referral. Due to COVID-19, currently all patients will be eligible for a Medicare rebate if they have an active GP referral - this is subject to change as Medicare rules change. Go to 'book an appointment and enter your postcode. This will direct you to the appropriate appointment type. Then all you have to do is have an active GP referral (you can upload this during the booking process, or your GP has faxed/emailed your referral already) and follow the Booking Form prompts. After your appointment, you will receive an email with the Medicare Invoice Receipt that you can claim through Medicare.

Q. How do I pay for the consultation?

A. When you make an appointment online, a AU\$50 deposit will be charged to your credit card. This is not refundable should you fail to attend the virtual consultation. The remainder of the total fee will be charged after the consultation. If you are eligible for a Medicare rebate, you will receive an email with an itemised receipt. You can send the receipt to Medicare to claim the refund.

Q. Can anyone use this service?

A. Yes. City or Country, Gold Coast or Goulburn. Anyone can make a booking and use this service (if you are under 16 years of age – please have a Parent/Guardian present). You will be eligible for a Medicare rebate after the video consultation if you live in a Telehealth eligible area (and up until the end of March 2021 for COVID19 rebates), and ensure you are in that area at the time of your video appointment. Simply enter your postcode at the time of booking, and follow the prompts. You will then be advised whether you are eligible for a Medicare rebate before booking confirmation.

Q. Do you see children on this service?

A. Yes, all Fellows of the Australasian College of Dermatologists are trained to assess and treat skin conditions that affect children. For the booking process and Video Consultation, a parent/guardian needs to be present for those under 16 years of age.

Q. Why does this service exist?

- A. The Dermatologists who started this service firmly believe that everyone in Australia deserves expert-level care for their skin. These Dermatologists have spent time working in rural and regional Australia and saw the long distances some people must travel to see a Dermatologist. This kind of travel is disruptive to jobs and family life and can be at great cost. That is where Dermo Direct can help. Video appointments connect you directly with your chosen Dermatologist, allowing the consultation to take place from your living room. These kinds of services are not restricted to the regional areas. We will gladly provide a service to anyone anywhere in Australia.

Q. Can I use this service for moles or skin cancers?

- A. We will not do skin cancer checks, or consultations for things that your doctor thinks are sun damage/skin cancers. This is because sun spots or skin cancers often need close examination in person and may need surgery. These conditions will require seeing a Dermatologist in person. This service is ideal for managing acne, psoriasis, eczema, hair disorders, urticaria (hives), rosacea, seborrheic dermatitis and many other skin conditions.

Q. Am I seeing a proper dermatologist?

- A. Yes. All our doctors are Fellows of the Australasian College of Dermatologists (medical specialists, not GPs). This is the peak training institution for Dermatology in Australia. All our dermatologists have obtained their medical degree (i.e. become a doctor), achieved specialist training in Dermatology, and are awarded Fellowship to the Australasian College of Dermatologists. On average, the time taken to complete all this training and become a specialist Dermatologist is approximately 15 years.

Q. Can I claim dermatology service on private health insurance?

- A. By law, Australian private health insurance does not offer cover for out-of-hospital medical services. Medicare covers these services. However, overseas international insurance for non-Australians may cover these services. The same rebate as Medicare would apply, although you will need to check with your insurance provider.



Our Appointment Process



Book an appointment

Select the appropriate appointment type (GP referral required for Medicare rebates), upload photos of your skin issue, choose your Dermatologist and select your preferred date and time.



Confirmation email

An initial email confirmation of the appointment will contain a Zoom Video link to the Doctor you have booked with. This link will also be in the reminder email sent prior to the appointment.



Attend real-time video consultation

Download the free Zoom App, then click the link in the email. Talk to your Dermatologist, discuss with them the problem areas and your Dermatologist will provide a treatment plan.



Follow up

The Dermatologist can send your prescription directly to your pharmacy of choice. Investigation forms and handouts are emailed to you on the same day as your appointment so there are no delays in implementing your management plan.

Contact Details

Dermo Direct

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Opening Hours

Monday to Sunday 6am-11pm

