

Introducing nib's new GP Telehealth Service with hub.health



nib has chosen hub.health as the new telehealth provider for members. You can now see a GP, get medical certificates, renew prescriptions, and more—all from the convenience of your phone.

Starting from 1 October 2024, all nib PALM scheme members will use hub.health for booking GP telehealth appointments.

- nib covers 100% of the cost—no out-of-pocket expenses for nib PALM members.
- Convenient, private, and secure telehealth appointments with experienced doctors.
- Simple online booking with same-day and after-hours appointments available.
- Option to join the queue for the next available doctor or book a specific appointment time that works best for you.

How to book a telehealth appointment in 3 easy steps at hub.health

1. Confirm your membership

Please provide your details so we can verify your nib membership

First name * Last name *

First name Last name

Email *

email

Date of birth * nib membership number *

DD/MM/YYYY nib membership number

By clicking "Submit" you confirm you have read our [Terms & Conditions](#) and [Privacy Policy](#).

Submit

2. Tell us what's happening

How can we help you today?

If you are experiencing chest pain, shortness of breath or any other symptoms that may require urgent medical care, please go to your nearest emergency department or call 000 and ask for an ambulance

☒ I am feeling unwell

☐ I need a prescription

☐ I need a medical certificate

☐ I need a specialist referral

☐ I need a pathology or imaging request

☐ I am booking a follow-up consult (e.g. to review results)

☐ I just need advice / information or something else

Next

3. Schedule your appointment

Schedule an appointment

Join the queue

Our clinicians will be back online at 8am AEST. For those who need the queue now or come back later.

Join the queue

Request an urgent after-hours appointment

Not suitable for medical emergencies. If you have a medical emergency call 000 and ask for an ambulance.

Request after-hours doctor

Book an appointment

Select a clinician (optional)

All clinicians

September 2024

Thursday 19th Sep, 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Afternoons

2:00 pm 2:30 pm 3:00 pm 3:30 pm 4:00 pm

Book

Done

FREQUENTLY ASKED QUESTIONS

Setting up your account when making your first telehealth booking

How is my account created when booking a telehealth appointment for the first time?

When you book your first telehealth appointment, an account will be automatically created using the email address you provide. Please ensure you use a unique email address that belongs to the person making the booking.

Can I set up more than one account with the same email address?

No, only one account can be created per email address. Make sure the email you use is specific to the member who will be using the telehealth service.

What do I need to verify my account?

You will need a verification code to complete the account setup. This code will be sent to either the mobile phone number you provide for the booking or the email address linked to the account.

Do I need to use the same email for future telehealth appointments?

Yes, be sure to use the same email address for any future telehealth appointments to keep your account and bookings organised.

Medication and your e-Script

What is an e-Script?

An e-Script is an electronic prescription that your doctor sends to your phone or email if you need medication. It's faster and more convenient than a paper prescription. You can store the e-Script on your phone or computer and use it whenever you're ready to pick up your medication.

How do I use my e-Script?

To get your medicine, you show your e-Script at the pharmacy just like a paper prescription.

However, the added benefit of an e-Script is that you can forward the e-Script directly to your pharmacy electronically, and they'll prepare your medication. This saves you time, as you can pick it up when it's ready.

What do I need to get an e-Script?

To receive an e-Script, you'll need an **Individual Healthcare Identifier (IHI)**.



Getting your IHI

What is an IHI and why do I need it?

An Individual Healthcare Identifier (IHI) is a unique number used by healthcare workers in Australia to identify you correctly. You need an IHI for many healthcare services, including:

- Receiving e-Scripts (electronic prescriptions)
- Managing your medical records (including proof of vaccinations).

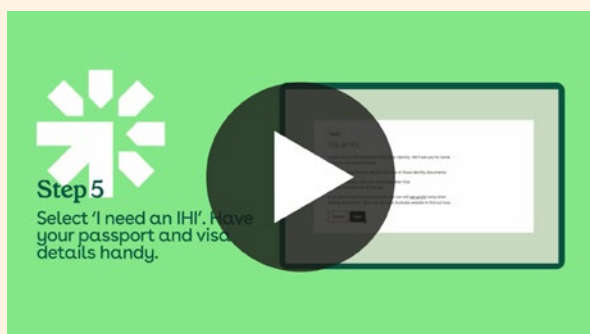
How do I get an IHI as an international worker on a temporary visa?

You can get your IHI for free online. The easiest way is through myGov, the Australian government website for accessing government services.

If you don't have a myGov account yet:

- Create a myGov account by visiting **my.gov.au**
- Have your passport and valid Australian visa ready.

Once you have created your myGov account, follow our step-by-step video guide on how to apply for your IHI. To view the video follow the link **youtu.be/4AqUojGurAA** or scan the QR code below.



How to get your medical certificate

When will I receive my Medical Certificate?

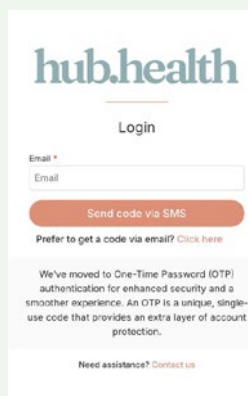
After your consultation with the doctor, you'll receive a notification letting you know that your Medical Certificate is ready.

Where can I find my Medical Certificate?

You can access your Medical Certificate by logging into your Patient Portal at **portal.hub.health**

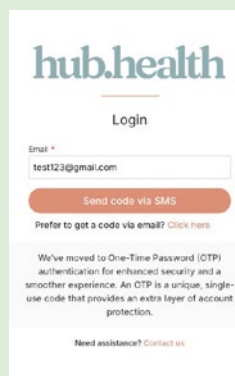
Follow this guide to help you log in and access your medical certificate easily.

1. Open your web browser and go to **portal.hub.health**



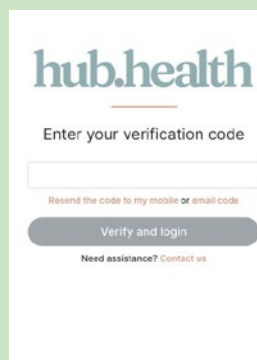
The screenshot shows the hub.health login page. At the top is the hub.health logo. Below it is the word "Login". There is an "Email" input field with a red asterisk. Below the input field is an orange button labeled "Send code via SMS". Underneath that is a link: "Prefer to get a code via email? Click here". A larger grey box contains a message about moving to One-Time Password (OTP) authentication. At the bottom is a link: "Need assistance? Contact us".

2. Enter the email address associated with your account



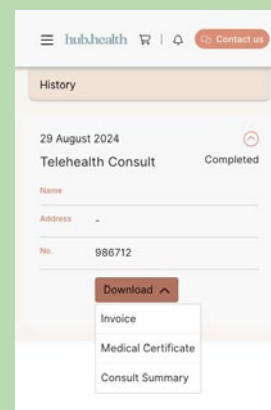
This screenshot is identical to the previous one, but the email input field now contains the text "test123@gmail.com". The orange button "Send code via SMS" is still visible.

3. To log in use the verification code sent to your mobile or email



The screenshot shows the hub.health verification page. At the top is the hub.health logo. Below it is the word "Login". The main heading is "Enter your verification code". There is a large white input field for the code. Below the input field is a link: "Resend the code to my mobile or email code". At the bottom is a grey button labeled "Verify and login". Below that is a link: "Need assistance? Contact us".

4. Go to the treatment history page where you can download your Medical Certificate



The screenshot shows the hub.health treatment history page. At the top is the hub.health logo, a shopping cart icon, a bell icon, and a red button labeled "Contact us". Below the header is a "History" section. It shows a date "29 August 2024" and a status "Completed". The main heading is "Telehealth Consult". Below this are fields for "Name", "Address", and "No." with the value "986712". At the bottom is a red button labeled "Download" with a chevron icon. A dropdown menu is open below the button, showing three options: "Invoice", "Medical Certificate", and "Consult Summary".