

Becoming Telehealth Enabled

The below checklist includes some ideas for things to think about as part of becoming Telehealth enabled.

Topic	Questions to think about
Connectivity	<ul style="list-style-type: none"> Is the internet connection adequate to undertake video-conferencing safely and effectively? If unsure, check www.speedtest.net. If internet connection is not adequate, contact your Internet Provider and/or consider phone consultations instead (if appropriate).
Software	
Software	<ul style="list-style-type: none"> Is current <i>hardware</i> (equipment) capable of performing the tasks required for video-conferencing with the software chosen? Will ongoing support be required? What level of security does this software offer and how will any risks be addressed? What software is currently being used by others with whom I will connect? What is included in the cost/package? Is the software compatible with current infra-structure? Will there be a need to share screens or other information whilst in the video-conferencing?
Hardware	
Computer	<p><u>Should be ideally no more than 18 months old and meets the software developer's minimum required specifications.</u></p> <ul style="list-style-type: none"> Will the computer and other equipment need to be mobile? What other equipment needs to be connected to the computer? Will the computer be used for tasks other than video-conferencing? Is a printer required for prescriptions, pathology requests and other documentation?
Screen/ display	<p><u>Standard desktop and laptop screens are usually of adequate quality. For the best quality, HD (1080p) screens are recommended.</u></p> <ul style="list-style-type: none"> Do I need dual screens to allow the patient record to be visible while I speak to the patient? Will there be only one person in the room for telehealth consultations? Will the equipment be used for anything other than Telehealth consultations? Will the microphone need to move around the room?
Camera	<p><u>Needs to be capable of capturing images in high definition (HD) will provide clearer, more defined images.</u></p> <ul style="list-style-type: none"> Will the camera need to be moved during the video-conference? Will the camera need to be controlled from the other end?

Checklist

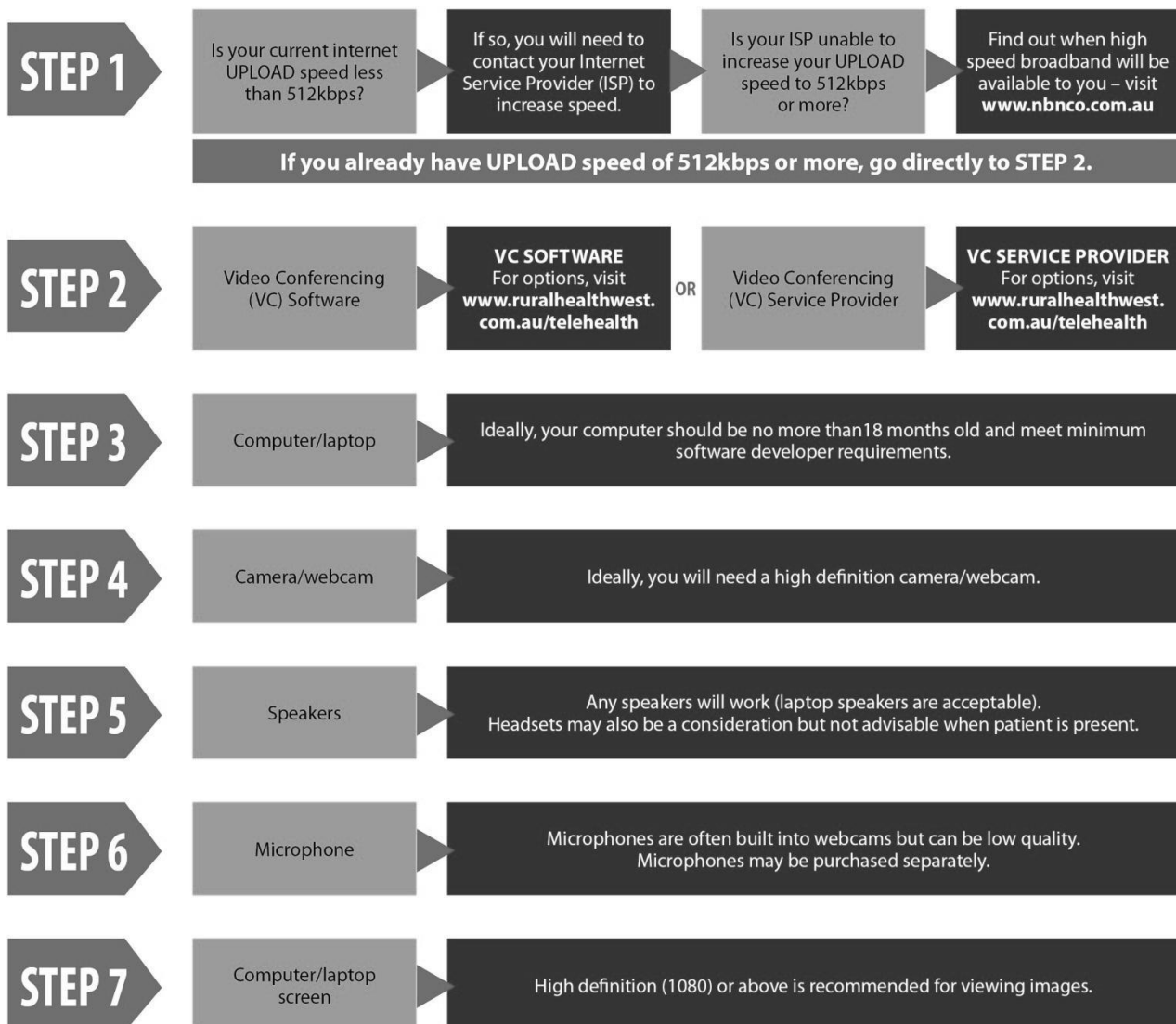
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	<ul style="list-style-type: none"> Will a specific accessory camera be required for video-conferencing with certain specialists?
Speakers	<p><u>Accessory speakers will enable better quality output than those built into computers.</u></p> <ul style="list-style-type: none"> Will anyone else in the room be required to hear the telehealth conversation? Is it a busy or noisy environment in which headphones may be most appropriate? Will the equipment be used for anything other than telehealth consultations?
Microphone	<p><u>Need to be able to pick up sound clearly. There are often microphones built into the webcams but the sound can be low quality.</u></p> <ul style="list-style-type: none"> Will there be only one person in the room for telehealth consultations? Will the equipment be used for anything other than Telehealth consultations? Will the microphone need to move around the room?
Practice Management	
Practice	<ul style="list-style-type: none"> What changes to workflows and system changes for the practice are required? How will we test the software and hardware? Do staff require any additional training? How will we tell patients and other stakeholders about the availability of telehealth and how to use it? How will we ensure telehealth appointments are only booked if clinically appropriate and safe for the patient and practitioner? What appointments, or types of appointments, will be offered by telehealth? How will prescriptions, pathology requests or other documentation be provided to the patient, if required?
Patient experience	<ul style="list-style-type: none"> What information will we provide to patients in terms of what to expect during their telehealth consultation? How will we ensure that patients are informed about the option to continue attending the practice for face to face appointments? How do we obtain consent from the patient? How do we ensure that privacy and confidentiality is maintained?
Room set up	<ul style="list-style-type: none"> Where will the video-conference be conducted? Be mindful of what is in view of the camera. Who else will be undertaking telehealth at the practice? Who else will use the video-conferencing equipment? Will the video-conferencing equipment be used for other purposes, such as meetings or education? Does the set-up meet occupational health and safety requirements?

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Information and communication technology considerations



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Checklist

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References

Australian Government Department of Health

<http://www.health.gov.au/internet/main/publishing.nsf/Content/e-health-telehealth>

Further Information

The following websites provide further information on software and hardware options.

Australian College of Rural and Remote Medicine

www.ehealth.acrrm.org.au

Royal Australian College of General Practice

<http://www.racgp.org.au/telehealth>

Medicare Benefit Schedule Online

www.mbsonline.gov.au/telehealth