

GUIDELINE

BOOKING TELEHEALTH IN iPM

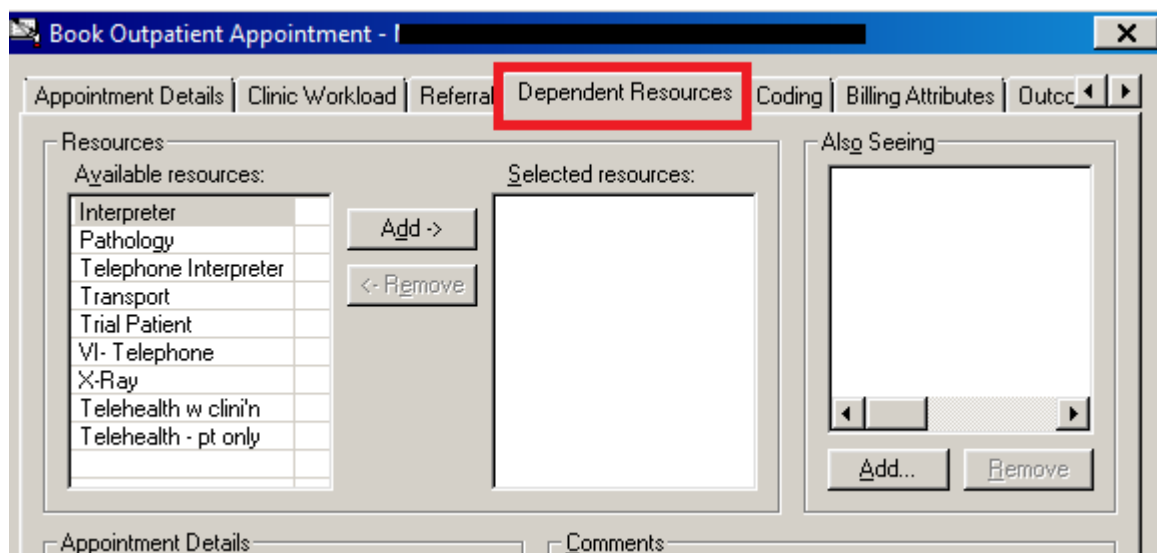
Telehealth is when a patient is seen via video rather than in person, and can be booked into any clinic code. Only the clinician (doctor/nurse/allied health) can request telehealth. If a patient requests telehealth this needs to be discussed with the clinician before booking.

Telehealth can be any type of appointment e.g. new, review etc. Please book telehealth at the start of clinic where possible, unless the clinician provides another preferred time.

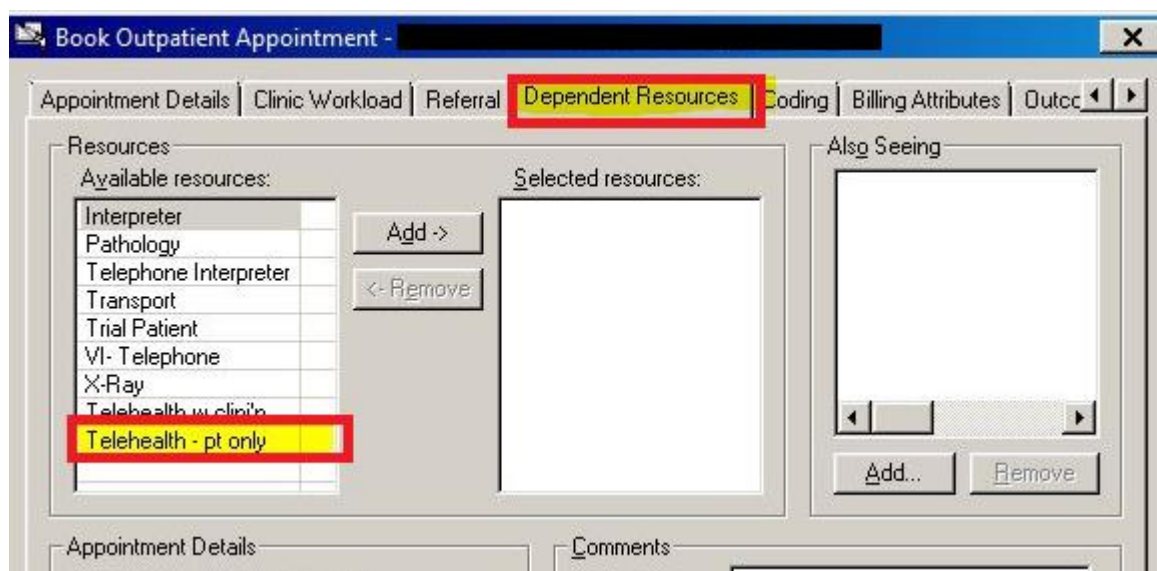
There are two types of telehealth appointment – *patient only* or *with local clinician* (eg GP). Unless requested, the default to book is *patient only*.

Booking telehealth appointments with patient only

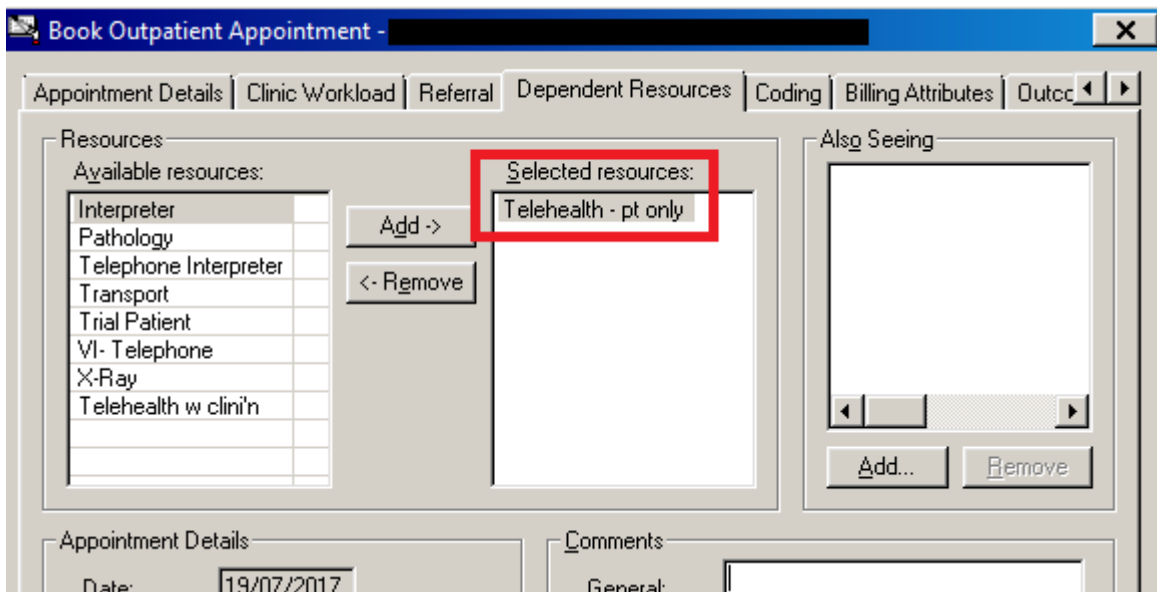
- Select 'Dependant Resources' tab



- Select 'Telehealth – pt only'



- Select to 'Add' to move to 'Selected Resources'



- Press 'Ok' to complete appointment

Booking telehealth with local clinician

A 'Telehealth w clini'n' refers to an appointment organised with a local clinician e.g. GP. If a telehealth with clinician appointment is requested forward all requests to Patient Navigators of the relevant stream, making sure to include all relevant details: patient name, URN, clinic code and clinician, preferred date and time and local clinician details.

A list of Patient Navigator email addresses a listed below:

- Neuro.Opappt@petermac.org – NeuroOncology
- Lung.Opappt@petermac.org – Lung
- Melskinadmin@petermac.org – Skin & Melanoma
- Urology.Opappt@petermac.org – Urology
- Headneck.opappt@petermac.org – Head & Neck
- BreastServiceSecretary@petermac.org – Breast
- Paeds@petermac.org – Paediatrics
- Gynae.opappt@petermac.org – Gynae
- SarcomaTeam@petermac.org – Bone and Soft Tissue
- GIAdmin@petermac.org – Upper & Lower GI
- [.ClincalAdmin@petermac.org](mailto:ClincalAdmin@petermac.org) – Haematology/Other Med Onc

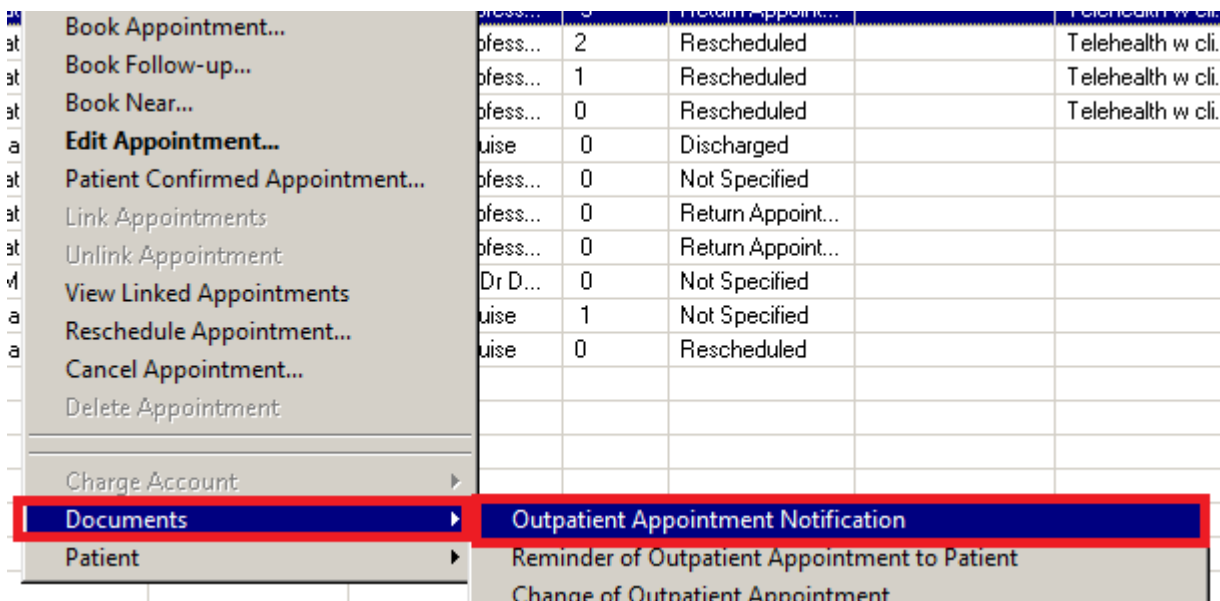
Rescheduling and Cancelling

If a 'Telehealth – pt only' appointment needs to be cancelled or rescheduled follow normal procedure for cancelling and rescheduling appointments.

If a 'Telehealth w clini'n' appointment needs to be cancelled or rescheduled forward request to Patient Navigators of the relevant stream. If appointment is to be rescheduled include preferred date and time of appointment to be rescheduled to.

Printing telehealth appointment letters

- Select appointment, right click 'Documents' and 'Outpatient Appointment Notification'



- Select appointment 'Telehealth' template for relevant appointment type e.g. new, review etc.

