



TELEHEALTH SUPPORT ON THE DAY AND DAY PRIOR

This checklist will assist clinical admin staff to prepare for telehealth and support telehealth consultations on the day.

Prior to the day

1. Is the clinician ready?

Do they have a telehealth logon?

Have they done telehealth training?
(Recommended, or you can teach them the essentials)

Do you know where they will be running the consultation and is this suitable for telehealth?



Contact ICT if needed to request a logon

- ext. 98222
- ITServiceDesk@petermac.org

Email clinician link for telehealth training modules: www.petermaceducation.org

- The clinician will need admin support to deliver a laptop in Specialist Clinics
- They can also use their own device or private non-clinical office (request webcam from IT)

2. Check iPM and/or Qflow for any scheduled telehealth





ON-THE-DAY CHECKLIST ON NEXT PAGE



Troubleshooting and getting help

- Your telehealth super user colleagues
- Technical and computer problems? Call ICT ext. 98222 (#2)
- Peter Mac website www.petermac.org/telehealth
then the Troubleshooting page
- Telehealth eLearning modules www.petermaceducation.org
- Telehealth ext. 96212 telehealth@petermac.org

On the day

<input type="checkbox"/> 1. Collect laptop or iPad for clinician Available in Huddle rooms	 Do a test call to make sure webcam and microphone works Contact ICT with any computer problems ext. 98222
<input type="checkbox"/> 2. Monitor the online waiting room Use a desktop or big screen in the Huddle room <input type="checkbox"/> Message the patient (via online Waiting Area message function; “Notify”) so they know you have seen them online e.g. <i>“Hi James - Dr Samers is with a patient, please stay online until we pick up your call, thanks”</i> <input type="checkbox"/> Call patient if they have a telehealth appointment booked and are not online	 Remember: <ul style="list-style-type: none">• Use Google Chrome• Log on as Peter Mac Staff www.petermac.org/telehealth/staff• Use your own telehealth password and email to logon Contact ICT if needed to request a logon <ul style="list-style-type: none">• ext. 98222• ITServiceDesk@petermac.org
<input type="checkbox"/> 3. Check patient in on Qflow or usual processes	<ul style="list-style-type: none">• This may already be done by Specialist Clinics ext. 98157
<input type="checkbox"/> 4. Provide support to clinician if/as needed <input type="checkbox"/> Provide on-the-spot training if needed	 <ul style="list-style-type: none">• Show them how to use Video Call if needed, including simple troubleshooting (Refresh, call patient)• Remind them to select the telehealth Item numbers if appropriate (or write ‘telehealth’) in the post-consult form
<input type="checkbox"/> 5. Return laptop or iPad after consultation	 If possible, leave laptop plugged in to re-charge

Notes:
