

OVERSEEING TELEHEALTH IN SPECIALIST CLINICS



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This check list will assist specialist clinics admin staff to oversee telehealth on the day



Before you start

Have you got a telehealth logon?

Contact ICT if need to request a logon: ext. 98222 | ITServiceDesk@petermac.org

At the start of each day, transfer any telehealth comments from iPM to Qflow and note if it is telehealth with local clinician (as these appts must be seen in clinic first).



1. Check that the telehealth laptop or iPads are available and charged



2. Monitor the online Waiting Area

www.petermac.org/telehealth/staff

Login:

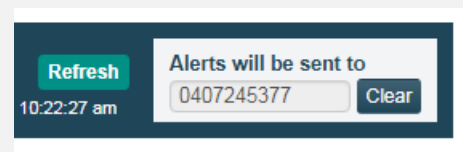
Password:

Status	Started	Name of Caller	Waiting Area	Joined	Participants
Attending 0 min	2:14 PM	Amelia Came...	Peter Mac te...	2:14 PM	2
Waiting 1 min	2:22 PM	Arnold Swaze...	Peter Mac te...	2:22 PM	1
Waiting 3 min	2:20 PM	Mary Clare	Peter Mac te...	2:20 PM	1



Telehealth patients log on to Video Call at the time of their appointment and go to the online waiting area

Optional: Add your mobile number to get alerts when a patient joins the Waiting Area




3. Check patient in on Qflow




See page 3 for how to check in patient on Qflow

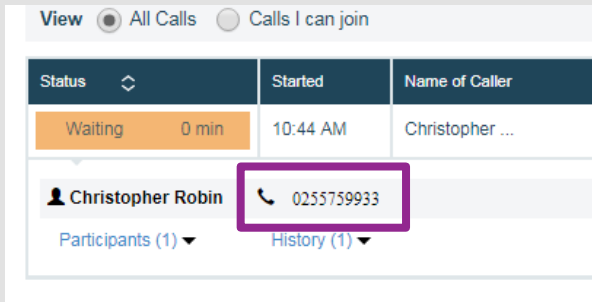
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4. Notify patient through the online Waiting Area

 Eg “Hi, we have checked you in, please stay in the Waiting Area until we pick up your call.”

5. Contact the clinic or clinician if needed and take calls from telehealth patients

 • Contact clinic admin or clinician if needed to let them know they have a patient waiting online




Status	Started	Name of Caller
Waiting 0 min	10:44 AM	Christopher ...
Christopher Robin	0255759933	

Call the patient if they


- Have been waiting >20 minutes
 - Do not have an appointment booked
- Click on the patient name online to see their phone number

6. Talk to patients about telehealth – how it works, how to find out more and how to request telehealth (via their clinical team)


 • Keep brochures stocked on clinic desks

- Request more via the Specialist Clinics NUM (Oracle/fmis – item no. 42904)

7. To book telehealth follow-up, please complete *the Telehealth for clinical admin eLearning module* first or forward the request to clinical admin

 See checklist *Clinical Admin Checklist - Scheduling telehealth*

8. Laptop should be returned to the relevant Huddle room

 If possible, leave laptop plugged in to re-charge



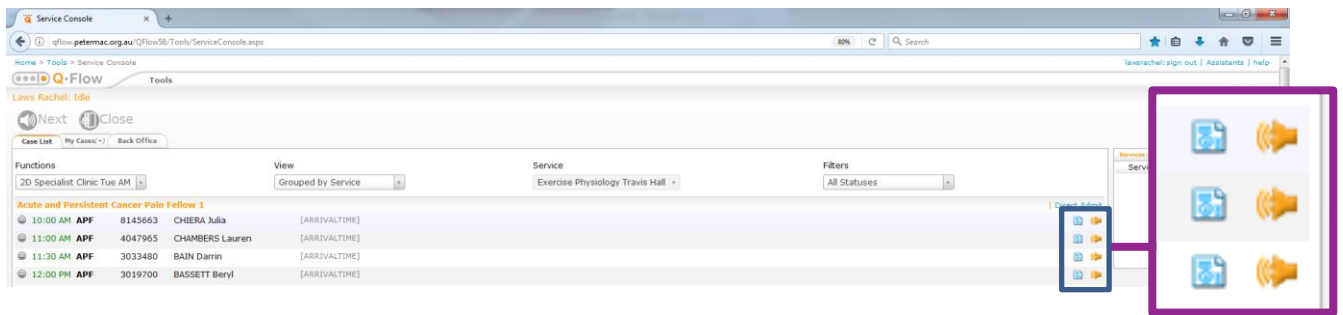
Troubleshooting and where to get help

- Your telehealth super user colleagues
- Telehealth ext. 96212 / telehealth@petermac.org
- Computer problems – ICT ext. 98222 (#2)
- Visit the Peter Mac website www.petermac.org/telehealth and go to the Troubleshooting page
- Check the telehealth eLearning modules: <http://www.petermaceducation.org>

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Telehealth and Qflow

Open Qflow and update relevant appointment in Service Console as follows:



1. Update comments from iPM

- Click **blue square** to the right of the appointment
- Click Document
- Under **Document and Classify** – update with telehealth notes as per iPM
- May be *Telehealth - patient only* **OR** *Telehealth with local cl'n* – make sure you update Qflow with the correct information as **telehealth appointments with GP's must be attended ASAP.**

2. Check in patient

- Click on face next to patient name
- Select **Enqueue** from the drop down menu. The face will change to blue.

