

CLINICAL ADMIN

TELEHEALTH SUPPORT ON THE DAY AND DAY PRIOR



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

Prior to the day

1. Provide support to clinician if/as needed

Do they have a telehealth logon?

Have they done telehealth training?



Contact ICT if needed to request a logon

- ext. 98222

- ITServiceDesk@petermac.org

Email clinician link for them to complete telehealth training modules:

<http://www.petermaceducation.org/course/index.php?categoryid=33>

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



Contact ICT if needed to request a logon

- ext. 98222

- ITServiceDesk@petermac.org

ON-THE-DAY CHECKLIST ON NEXT PAGE



Troubleshooting

Please go to the telehealth website www.petermac.org/telehealth then the Troubleshooting page

Where to get help

- Your telehealth super user colleagues
- General telehealth enquiries? Call the telehealth manager ext. 96212
- Technical and computer problems? Call ICT ext. 98222 (#2)
- Peter Mac website www.petermac.org/telehealth
- Telehealth eLearning modules
<http://www.petermaceducation.org/course/index.php?categoryid=33>

On the day



1. Collect laptop or iPad for clinician

Available in Huddle rooms



Contact ICT if needed to request a logon

- ext. 98222

- ITServiceDesk@petermac.org

Do a test call to make sure web cam and microphone works

2. Monitor the online waiting room

Use a desktop or big screen in the Huddle room



Message the patient (via online Waiting Area message function; "Notify") so they know you have seen them online e.g. *"Hi James - Dr Samers is with a patient, please stay online until we pick up your call, thanks"*



Call patient if they have a telehealth appointment booked and are not online



Remember:

- Use Google Chrome
- Log on as Peter Mac Staff
www.petermac.org/telehealth/staff
- Use your own telehealth password and email to logon

3. Provide support to clinician if/as needed



Provide on-the-spot training



- Show them how to use Video Call if needed, including simple troubleshooting
- Remind them to select the telehealth Item numbers if appropriate (or write 'telehealth') in the post-consult form



4. Return laptop or iPad after consultation



If necessary, leave laptop plugged in to re-charge

Notes:
