

CHECKLIST FOR CLINICIANS ON THE DAY AND DAY PRIOR



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This checklist will assist clinicians to prepare for telehealth consultations on the day.

Prior to the day

- Do you have a telehealth logon?
- Do you know where you will run the telehealth from?
- Have you completed basic telehealth upskilling (recommended)?
- Do you need, and do you have, admin support?



- Contact ICT if needed to request a logon
 - ext. 98222
 - ITServiceDesk@petermac.org
- Complete telehealth eLearning modules
- Clinical admin staff should also complete telehealth upskilling to provide support and book telehealth

On the day



Please prioritise telehealth appointments that include a local clinician – these must run on time

1. Get ready

- Use a suitable computer or device
- Open Google Chrome
- Go to www.petermac.org/telehealth/staff
- Use your telehealth logon



Peter Mac log on



- Specialist Clinics desktop computers are 'thin clients' and do not work for video calling
- Admin support may provide you with a telehealth laptop

2. Check in patient

- a. Open Qflow as usual
- b. Check-in / Silent call the patient

3. Connect with patient

- a. Go to the online Waiting Area and click on your patient



- b. Then click "Join"

Join



Remember:

this is the Waiting Area for all Peter Mac patients – check you have the correct patient

4. Essential troubleshooting

- a. Refresh (top right once you are in the call) is a quick fix for many problems
- b. If you are having audio problems, use the screen for video and call them on the phone for the audio



The patient's phone number is next to their name on the screen when you are in the call

5. Closing the consultation

- a. Document as usual and send a letter to the referrer / usual GP (even if they were part of the consultation)
- b. Select the telehealth Items in the Qflow post-consult or paper forms you usually use
- c. Request telehealth follow up if appropriate as you usually do



- Always specify if you want telehealth to include a local clinician
- Telehealth requests will be forwarded to your clinical admin to book



Troubleshooting

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

Where to get help

- Your telehealth super user colleagues (usually your clinical admin support)
- Technical and computer problems? Call ICT ext. 98222 (#2)
- Telehealth eLearning modules
<http://www.petermaceducation.org/course/index.php?categoryid=33>
- Telehealth program ext. 96212 | telehealth@petermac.org
- Peter Mac website www.petermac.org/telehealth