

# OVERSEEING TELEHEALTH IN SPECIALIST CLINICS



**Peter Mac**  
Peter MacCallum Cancer Centre  
Victoria Australia

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



## Before you start

### Got a telehealth logon?

Contact ICT if need to request a logon: ext. 98222 | [ITServiceDesk@petermac.org](mailto: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](http://www.petermac.org/telehealth/staff)

Login:

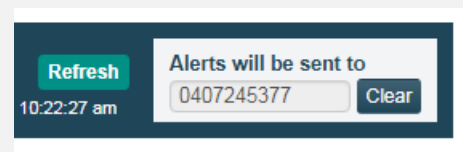
Password:

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 in 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
- If patient has been waiting, they are prompted to call 8559 8157 (2D bookings).
- Call the patient if they do not have an appointment booked. Click on the patient name online to see their phone number.

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



**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. They can order them via 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 necessary, leave laptop plugged in to re-charge



### Troubleshooting

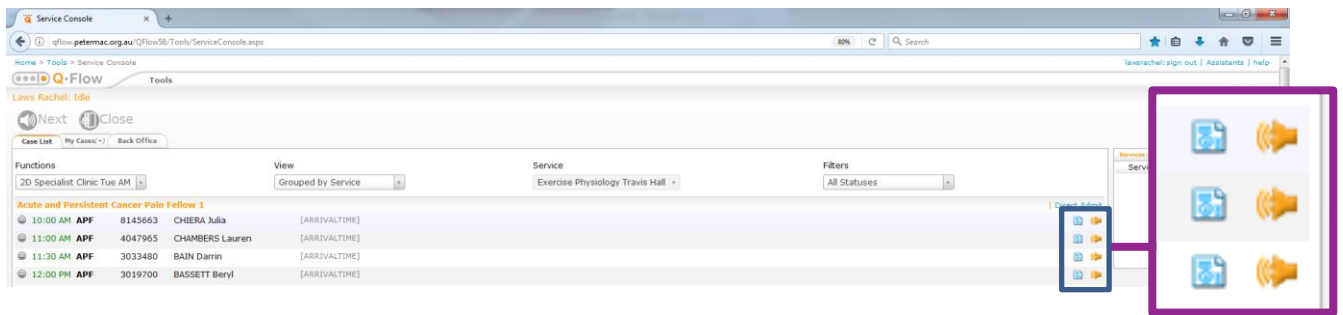
Please go to telehealth on the Peter Mac website and go to the Troubleshooting page [www.petermac.org/telehealth](http://www.petermac.org/telehealth)

### Where to get help

- Your telehealth super user colleagues
- Telehealth ext. 96212
- ICT ext. 98222 (#2)
- Visit the Peter Mac website [www.petermac.org/telehealth](http://www.petermac.org/telehealth)
- Check the telehealth eLearning modules: <http://www.petermaceducation.org/course/index.php?categoryid=33>

# 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.

