

# CLINICAL ADMIN CHECKLIST SCHEDULING TELEHEALTH



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This check list will assist clinical admin staff to schedule telehealth consultations.

<p><b>1. Receive request for telehealth</b></p> <p><input type="checkbox"/> Verify if request is patient only or including a local clinician</p> <p><input type="checkbox"/> If including a local clinician, determine if it is anyone specific (usually it is the local GP, as registered on the patient record).</p> <p><input type="checkbox"/> Other options include local oncology services, physio etc.</p>	<p> Default is telehealth with the patient only</p>
<p><input type="checkbox"/> <b>2. Check there is a Medicare valid referral</b></p> <p>No or invalid referral = lost revenue for Peter Mac</p>	<p> If needed, follow-up with the referring or local clinician to request an updated referral before the appointment</p>
<p><b>3. Is the patient new to Peter Mac?</b></p> <p><input type="checkbox"/> If the patient is new to Peter Mac, contact Registrations:</p> <ul style="list-style-type: none"><li>• Ext. 95020   <a href="mailto:registration-city@petermac.org">registration-city@petermac.org</a></li></ul>	<p> The <i>MR9C Specialist Clinic Election</i> form obtains patient consent for Peter Mac to bill Medicare for all future appointments</p>
<p><b>4. Determine a suitable time for the consultation</b></p> <p>If patient only:</p> <p><input type="checkbox"/> This can be booked in to clinic as usual – ideally first appointment</p>	

CONTINUED NEXT PAGE

### If including a local clinician:

- Contact patient to confirm local doctor details
- Contact local doctor to coordinate a mutually suitable appointment time. Their practice may have online booking
- Confirm logon instructions with the practice
- If outside of clinic, send a calendar invite to the Peter Mac clinician– include website address [www.petermac.org/telehealth](http://www.petermac.org/telehealth) and patient name / UR.
- Ensure it is on your diary too if you need to help



Never book telehealth with a local doctor part way through clinic – these appointments must always run **on time**



Often telehealth to include the local GP can be booked with the Practice Nurse, then the GP can step in between their usual in-person patients

Ask the patient to give their appointment letter to the GP reception

### 5. Add appt to iPM and send telehealth letter

- Add the relevant telehealth Dependant Resource (patient only or with local clinician)
- Send the correct telehealth appointment letter (patient only, or with local clinician)
- Patients can read the [instructions brochure online](http://www.petermac.org/telehealth)



#### Patient / GP logon instructions:

- Patients can read the [instructions brochure online](http://www.petermac.org/telehealth)
- Use any device with internet, webcam, mic and speakers
- Go to [www.petermac.org/telehealth](http://www.petermac.org/telehealth)
- Do a test call before the appointment day
- Follow the prompts to start video call at the time of the scheduled appointment



### More information and getting help

- Your telehealth super user colleagues
- Call the Telehealth Program Manager on ext. 96212
- ICT ext. 98222 (#2)
- MBS online - [www.mbsonline.gov.au/telehealth](http://www.mbsonline.gov.au/telehealth)
- Find the telehealth brochure on our website [www.petermac.org/telehealth](http://www.petermac.org/telehealth)