

This webinar covered the following points:

- Benefits for Patients and Clinicians
- Who are you connecting to and what are you connecting with?
- Resource Sites and Guidelines
- Room Requirements and Equipment
- Role of the Supporting Clinician
- Patient Consent and Confidentiality
- Considerations when Booking a Telehealth Consult
- Financial Considerations – Bulk Billing, Telehealth and the MBS

Benefits for Patients and Clinicians

Not every patient or clinical need is suitable for Telehealth however, for those times it is, using Telehealth as a mode of consultation can provide many benefits:

- Reduction in travel for patient and any family members or carers resulting in:
 - Reduction in the stress related to travel
 - Reduction in time away from home and family
 - Reduction in time away from work
 - Reduction in the costs associated with travel and accommodation
- Reduction in travel for the clinician resulting in:
 - Potential for more time to see more patients
 - Potential for reduced costs associated with travel

Who are you connecting to and what are you connecting with?

Does your clinic already use Cisco Jabber provided by the Country SA PHN? Cisco Jabber is a video conferencing software which underpins our Health Connections Video Telehealth Platform.

- Health Connections Video was launched in 2016 primarily to connect public health Specialists with rural and remote health providers
- Since 2016, Health Connections Video has expanded to support Mental Health and Aged Care scenarios
- The connection with the SA Health Telehealth and Telerehabilitation programs has grown stronger from both a technical point of view and general awareness
- Connection into the Health Connections Video service is available to any of our remote/regional practices through the provision of a Cisco Jabber software license
 - We can assist your IT provider with installation on to existing computer hardware in your practice to help minimise costs
 - A standard desktop computer, laptop, iPad or similar device plus a connection to the internet will get you started
 - Peripherals such as external speakers, camera or microphone may be needed depending on the device chosen
- The Health Connections Video project is funded till June 2020 with the support of the Australia Government
- More information on Health Connections Video can be found at www.healthconnections.com.au/video

Resource Sites and Guidelines

Visit the ACRRM website for a range of information, tools and templates for getting started with Telehealth:
<http://www.ehealth.acrrm.org.au/acrrm-telehealth-tool-kit> (log-in required)

- Patient forms
- Policy templates
- Fact Sheets
- Room configuration considerations
- Guidelines and standards
- Clinical limitations and ethical issues

Visit the RACGP website <http://www.racgp.org.au/your-practice/guidelines/interprofessional/>
Written as tool for inter-professional care using video conferencing

Room Requirements and Equipment

There are several considerations to take into account when creating or choosing your Telehealth consultation space however first and foremost, keep your Patients needs at the forefront of your decisions:

- Privacy
 - Is there a privacy screen if the patient needs to disrobe?
 - Is the room soundproof?
- Is the lighting appropriate?
 - Not too dark. Not too bright
 - No lights or windows behind the patient obscuring their face
 - Not too much light shining directly onto the patients face
- Where is the desk and chair positioned?
 - Is the patient close enough to the camera and microphone?
 - No windows behind the patient
- Are there distractions on the wall behind the patient or the far-end specialist?
 - Mutli-coloured posters or murals can be distracting
 - Neutral paint tones or sound dampening wall hangings can be good options

Role of the Supporting Clinician

It is recommended the supporting Clinician (GP, RN, AHW) provide the following Telehealth etiquette information to the patient:

- Educate the patient/carer/family about what to expect during a telehealth consultation
 - Possible audio-video delays
 - Don't talk over each other
 - How to mute the microphone
- Identify the microphone and camera locations to the patient
- Ensure the distant-end specialist and patient can see and hear each other clearly
- Provide opportunities for questions and answers
- Be alert and sensitive to non-verbal body language
- Ensure the patient/carer/family is comfortable with the telehealth consultation, and are aware of their right to terminate the consultation at any time
- Assess and implement an appropriate plan for cultural, language and disability issues

Patient Consent and Confidentiality

ACRRM outlines the Three Principles of Informed Patient Consent as:

- The patient needs to be given the information
- The patient needs to understand the information
 - This means that the information has to be at a suitable level for understanding, and that the patient should have time to read it, and/or the opportunity to speak with an appropriate person
- The patient needs to make the choice
 - The patient can revisit this choice at any time

The Informed Patient Consent information should include:

- The benefits and risks of Telehealth as a mode of consultation
- What happens if it doesn't work?
 - Technical issues
 - The mode did not suit the patient
 - Other unforeseen circumstances meant the consult did not go ahead
- What choices do I have?

In general, a Telehealth system should provide patient confidentiality:

- Consultations aren't recorded or stored
- No patient identifying data is kept
- The video transmission is encrypted
- Servers are located in Australia
- It meets national standards for Telehealth
- The software is compliant with SA Health's telehealth system

Considerations when Booking a Telehealth Consult

Steps for the referring GP end:

- Determine clinical appropriateness
- Obtain and record patient consent
- Send referral letter
- Provide patient with information on video consultation and possible costs
- Coordinate the video consultation booking
- Prepare clinical support
- Pre-test Telehealth equipment and connectivity

Steps for the distant Specialist end:

- Receive/accept referral letter
- Determine clinical appropriateness
- Check and record patient consent
- Provide patient information on possible costs
- Provide patient information on clinical condition
- Coordinate consultation booking
- Advise what clinical support is required at the GP end (RN or GP)
- Pre-test Telehealth equipment and connectivity

During the consult – referring GP end:

- Introduce all parties
- Invite the patient to self-identify (the Specialist should check 3 forms of identity)
- Outline the presenting problem
- Provide clinical support as required
- Summarise follow-up actions for the GP and the patient

During the consult – Specialist end:

- Introduce parties
- Match correct health record based on patient identification
- Utilise clinical support as required
- Summarise diagnosis and follow-up actions for patient
- Summarise follow-up actions for Specialist

Further points for consideration:

- Ask the patient to arrive 10 minutes prior to the consult for set up
- Book the room 10 minutes prior to consult
- Ensure practice staff know which consults will be by Telehealth
- Record any technical malfunctions
- Obtain patient feedback on the experience
- Book the room 10 minutes prior to consult

Financial Considerations – Bulk Billing, Telehealth and the MBS

The below table provides an example of billing for a day. Keep in mind that a patient who is travelling to their local clinic for a Telehealth consult with a metro-based specialist, may be attending the clinic for other reasons too.

Activity	Billing – RN/AHW		Billing – GP	
Pre consult check	Item 10987*	\$24.40	Item 23	\$38.20
	Item 10991	\$11.20	Item 10991	\$11.20
Telehealth consult	Item 10983	\$32.90 RN	Item 2126	\$50.75#
	Item 10991	\$11.20	Item 10991	\$11.20
Consult total		\$79.70		\$111.35
Post telehealth consult	Item 36	\$73.95 GP	Item 732	\$73.20*
	Item 10991	\$11.20	Item 10991	\$11.20
Whole of service		\$164.85		\$195.75
			#Timed options: A-D Quoted on Level C	
			*Care plan review	

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