

# Get the most out of your video consultation

## e-health tips for healthcare providers



Telehealth is a new way of working for medical professionals and allied health practitioners. Video consultations allow you to offer remote, quality care to your patients. Here's how to get started...



### 1 GET SET UP

- When scheduling appointments explain how a video consult works & what software to use
- Install software & set-up on your device
- 'Trial run' any new technology
- Familiarise yourself with your organisation's telehealth policies & procedures



### 4 THE CONSULTATION

- Close email & unnecessary programs to prevent distractions
- Discuss a plan to continue by phone if the video fails
- Ensure patient privacy & dignity is protected at all times
- Take usual notes & clearly explain next steps



### 2 THE SPACE

- Should be quiet, private and fit for purpose
- Find a neutral background that won't distract
- Choose a well-lit spot, but avoid sitting directly in front of a window



### 5 ADD A 'HUMAN' TOUCH

- Light your face & position your device to head height
- Focus on facial gestures – your body is hidden
- When speaking, address the web cam to simulate eye contact
- When listening, look at the person



### 3 TECHNOLOGY

- Check your device is charged (or plugged in)
- Test your internet, webcam & audio are working
- Earphones or a headset with microphone can improve sound quality
- Know how/where to access technical support



### 6 PRECAUTIONS

- Confirm & record patient consent for video consult
- Store and transmit personal information securely
- Comply with privacy requirements
- Be aware of the latest MBS telehealth item numbers



### MORE INFORMATION

- Your professional association
- Medicare
- The Department of Health
- The Royal Australian College of General Practitioners