

Telehealth: Getting started guide



This guide has been developed to provide you with all the necessary information to ensure that the implementation of telehealth in your service is sustainable and successful.

Telehealth is a modality of health care delivery. The full range of telehealth modalities include: the telephone, video conferencing, store and forward, remote monitoring and the use of clinical apps.

Telehealth aims to deliver the same quality of care to a patient without requiring them to travel. This guide has been developed to help clinicians across NSW provide telehealth to patients at the same level as a face to face consultation.

This guide focuses on the delivery of telehealth by video conferencing and covers the following:

- developing the model of care
- software options
- hardware options
- logistics
- troubleshooting and support.

Using telehealth can attract the local health district (LHD) funding. The Appendix of this Guide also explains the telehealth funding model.

The model of care

Where clinically appropriate, telehealth is a safe, effective and valuable modality to support patient and family-centred care. It can be used for the purposes of:

- assessment and diagnosis
- intervention (therapy)
- consultation
- follow up
- education.

It is important that before your service begins delivering telehealth you have incorporated telehealth planning within your existing model of care.

You should consider:

- Cohorts of patients eligible for telehealth, this could include patients based upon:
 - diagnosis
 - patient location and support available (if required)
 - access to an appropriate device
 - follow up.
- Identify key supports in your team and across your organisation who will be a champion for telehealth and who will provide the administration support.

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Videoconferencing options

NSW Health employees can use room based video conferencing equipment or web based software to support the delivery of telehealth services. The use of a web based platform provides greater flexibility on the location of participants, removing the need to travel to provide or access health care. This supports clinicians to connect to patients, their carers and other providers that may be located at home, work or other suitable locations such as GP Practices. Non-Government providers to use a PC, laptop or mobile devices such as smart phones or tablets to connect.

The approved web based platforms in NSW Health include:

- Pexip
- Skype for Business (SfB)
- Scopia (HNE LHD Only)

Due to privacy risks the use of FaceTime, Facebook/messenger or WhatsApp video calling is not permitted.

The use of videoconferencing equipment will provide higher quality pictures.

The features and accessibility of web-based platforms have similar functionality; it is at the discretion of the individual service which platform you use. It is advised that services select one option and use it consistently.

The majority of clinical services in NSW are using Pexip because of its ease of use and quick access to technical support.

A purpose built clinical video conferencing portal called myVirtualCare is expected to be released in mid 2020.

Getting started – Pexip

Request a Pexip account

<https://sara.health.nsw.gov.au/customerportal>

- A Virtual Meeting Room (VMR) will be created and details will be emailed to you.
- If you require a VMR quickly (short notice) contact the Conferencing Services Support Team to be allocated a temporary VMR.

Attend a training session

A training session is required to ensure that you are familiar with all the functionality relevant for your service and model of care. In response to COVID-19 state-wide virtual training sessions will be provided virtually. Your Telehealth Manager/Lead will provide you with further details about pre-recorded and virtual sessions available and where to access user guides and other relevant training modules.

Getting started – Skype for Business

Each LHD/SHN has their own deployment strategy and preference of platform for clinical care. If you do not have Skype for Business enabled on your PC or Laptop you will need to complete a request on SARA <https://sara.health.nsw.gov.au/customerportal> or contact the state-wide service desk on **1300 28 55 33**.

There are several ways to access Skype for Business including:

- the Skype for Business App available for download on all NSW Health computers
- the Skype for Business smartphone app
- this link: <https://join.health.nsw.gov.au>
 - If you access the meeting from here, you will need the conference ID.

Hardware options

If your department has access to video conferencing equipment, this can be used for the delivery of telehealth. The use of video conferencing equipment is recommended for multidisciplinary consultations to allow all clinicians to see the patient and the patient to see all clinicians.

Video

If your computer does not have an inbuilt webcam you can either purchase a screen with an inbuilt webcam or purchase a USB webcam. Note: each LHD will have a preference on the use of monitors/webcams.

24" Monitor with in-built webcam



Logitech C930e Webcam



If you do not have access to video conferencing, you will need a monitor with a webcam and a headset or speakerphone. Some clinicians find having two monitors beneficial: one for the telehealth software and the other for eMR.

If the options listed here do not meet the needs of your service contact your local telehealth manager/lead to discuss the clinical use case.

Sound

It might be possible to use inbuilt sound in your computer or laptop but this is not recommended for telehealth due to the quality. It is recommended to use a headset or a speaker.

USB Headset

For telehealth services involving only one clinician, a USB headset will provide higher quality sound. If there is more than one participant involved from the same room, a USB speakerphone should be used.



USB Speakerphone

For telehealth services involving one or more participants in the same room, a USB speakerphone is recommended. This will minimise echo and allow all participants to be heard clearly by the patient.



Establishing a virtual clinic

Outpatients:

Setting up your clinic

To ensure your clinic is set up for scheduling contact your Clinical Information Department or Outpatient Manager.

Outpatients:

Scheduling in your clinic

When conducting telehealth there are two options for scheduling your consults. The two options are:

- book telehealth slots within existing face to face clinic times
- create a separate block of clinic time specifically for telehealth patients.

How appointments are scheduled depends on the model of care and the number of patients you will be seeing. It is up to your clinic if you want a set time for telehealth or if telehealth consults will occur between face to face consults.

Documenting a consult in eMR

Like a face to face consult, anything discussed in a telehealth consultation needs to be documented in the patient's medical record. The documentation is important not only to ensure continuous care but also for medico-legal and funding reasons. To record a telehealth consult in eMR or on paper, document the consult like a normal consult and ensure it is noted that this occurred via telehealth videoconference.

Reporting activity for non-admitted Services

Regardless of the modality type, it is mandatory to report non-admitted service activity. Recording the consult in eMR or on paper will not attract a National Weighted Activity Unit (NWAU). It is important to ensure the appropriate Non-Admitted Patient (NAP) appointment or service contact form is also completed and that you select the appropriate modality for video conferencing e.g. Audio Visual Clinician End or Audio Visual Patient End. If you use telephone (voice only) you should select Audio Clinician End or Audio Patient End.

Consent

Patient consent for clinical care provided by telehealth is not required as consent is implied through participation. However, where research, training or recording of the service will occur, written consent from the patient must be sought and kept within the medical record.

Privacy

Telehealth must be provided on NSW Health devices using only NSW Health platforms. The acceptable NSW Health platforms are:

- Pexip
- Skype for Business (SfB)
- Scopia (HNE LHD Only)

The provision of telehealth on non-NSW Health platforms places both you and your patients at risk. Platforms which are not permitted include Facetime, Facebook video call, WhatsApp video calls, Skype and Zoom. Because NSW Health provides alternative means to deliver telehealth using NSW Health platforms, you must not offer telehealth on any of the above services using your personal device. Doing so places the patient's privacy at risk and may lead to a privacy breach.

Troubleshooting and support

Support for clinical services is prioritised, it is important to be confident in the use of technology for clinical services to ensure that patients, their carers and other providers have a great experience.

Telehealth is not a secondary service provision and the same quality and care standards should be maintained regardless of the modality.

- Video Conferencing Network and Pexip Support: **1300 679 727** (Do not provide this number to Patients, carers or external providers)
- Skype for Business: **1300 28 55 33**
- Your LHD may also have a local ICT Support Service

Technology failure

Whilst every effort has been made to ensure this technology will work for you, there may be instances where a failure occurs. If a fault occurs, clinical care must still be provided. In developing your model of care, it is essential that you have a backup method to contact the patient, whether through a phone call or a face to face appointment. You should always discuss with your patient what will happen in this event. Where possible (time permitting) contact the relevant support team at the point of care to resolve.

Prior to a patient's telehealth consultation, a test call should be conducted between the service and the patient. The test call will allow you to check the patient's audio and video connection prior to the consultation.

Patient technology support

Local Telehealth or ICT Support teams may provide additional support to patients. Speak with your local Telehealth Manager or Lead to see if this is available in your LHD.

If a patient is having technical issues the clinician or administrative staff can contact the relevant support team on their behalf..

Please do not provide the internal support contact numbers to patients, carers or external health care providers.

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Pexip checklist

Complete			Task	Comment
Yes	No	N/A		
			Contact your local Telehealth Manager/Lead www.aci.health.nsw.gov.au/__data/assets/pdf_file/0006/509478/Telehealth-contacts-in-NSW.pdf	
			Consider current model of care (MoC) and practice adaptations to support VC	
			Request a Pexip Account via SARA https://sara.health.nsw.gov.au/customerportal	
			Identify and source appropriate telehealth enabled devices to use.	
			Ensure Google Chrome is available on your PC/laptop	
			 Download Pexip Infinity app onto your mobile device	
			Attend training session	
			Review telehealth etiquette (see Appendix)	
			Apply for remote access of eMR or other required clinical applications.	
			Identify how to report clinical activity using video conferencing modality e.g. audio, audiovisual for clinician end or patient end.	
			Prepare Patient Information eg Preparing for a virtual consultation	
			Identify patients that are suitable to receive telehealth and have access to an appropriate device.	

Skype for Business checklist

Complete			Task	Comment
Yes	No	N/A		
			Contact your local Telehealth Manager/Lead.	
			Consider current model of care (MoC) and practice adaptations to support VC	
			Have Skype for Business deployed to your personal device.	
			Identify and source appropriate telehealth enabled devices to use.	
			Download Skype for Business app onto your mobile device	
			Complete training modules on my health learning	
			Review telehealth etiquette	
			Apply for remote access of eMR and other required clinical applications.	
			Identify how to report clinical activity using video conferencing modality e.g. audio, audio and visual for clinician and patient end.	
			Prepare Patient Information – Preparing for a virtual consultation	

The Agency for Clinical Innovation (ACI) is the lead agency for innovation in clinical care.

We bring consumers, clinicians and healthcare managers together to support the design, assessment and implementation of clinical innovations across the NSW public health system to change the way that care is delivered.

The ACI's clinical networks, institutes and taskforces are chaired by senior clinicians and consumers who have a keen interest and track record in innovative clinical care.

We also work closely with the Ministry of Health and the four other pillars of NSW Health to pilot, scale and spread solutions to healthcare system-wide challenges. We seek to improve the care and outcomes for patients by re-designing and transforming the NSW public health system.

Our innovations are:

- person-centred
- clinically-led
- evidence-based
- value-driven.

www.aci.health.nsw.gov.au



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*Our vision is to create the future of healthcare,
and healthier futures for the people of NSW.*