

Telehealth Tips – For Patients/Caregiver/Client

What technology do I need to?

- To use videocall© make sure you have the following:
 - A computer or laptop (Windows or Mac)
 - A webcam (built-in or USB)
 - A microphone and speakers (usually built in to most laptop computers and external webcams)
 - An Android-based smartphone, with a front facing camera
 - An Android-based tablet, with a front facing camera
 - The Google Chrome web browser installed (version 40 or later, go to www.whatbrowser.org to check)
 - A reasonable and reliable Internet connection

At this moment you can not use an IPAD or IPHONE for videocall.

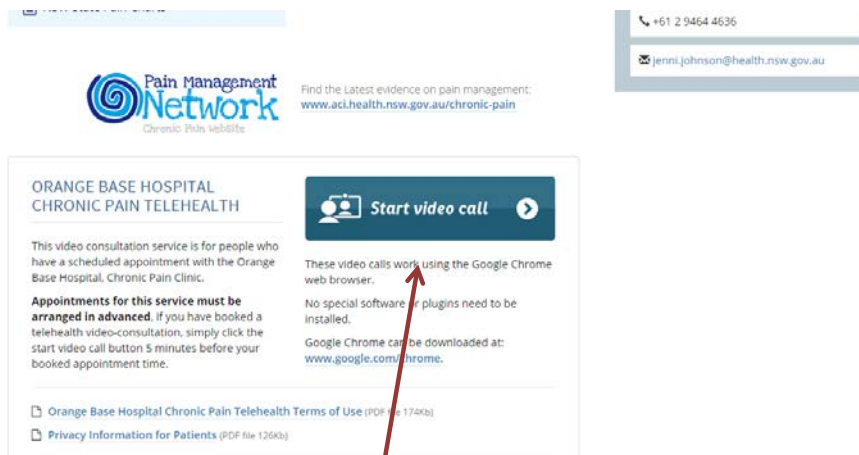
What can I do in advance?

- Download google chrome at <http://www.google.com/chrome/>
- Know in advance who'll will be involved in the consultation, so you can have your questions ready.
- If the consultation is at home, have distractions (i.e. something to keep you occupied if waiting) available if needed.
- Ensure children/other siblings are cared for during the consultation so you do not need to attend to them.
- Reduce environmental/background distractions in advance (e.g. games finished, no no conversations happening within earshot)
- Prepare children in advance for a telehealth video- consultation so they can enjoy seeing their doctor through the computer, which can be a helpful way to keep them interested.

What do I do on the day?

- Go to start video call button, then select the service you will be attending. If you are not sure who you are seeing please contact, xxxx
- **5 minutes before the consultation time**, follow the instructions to join your video call online.
- Go to www.
- Scroll down the website to you see this button

Comment [JM1]: Insert service's website



Comment [JM2]: Insert screenshot of service's website

- Click the start video call button
- Check that your speakers, microphone and camera are all turned on/ working.
- Try to use WiFi or wired if possible.
- 3G may result in poor image quality and call may cut out easily.
- Best to ensure there is no concurrent internet use: No online games, downloading movies (remember to check on relatives if at home).
- Look at the video of yourself on screen to check how you look to the other party.
- Frame yourself according to the 'rule of thirds' (angle not too high, not too low)
- Make sure your camera is positioned next to the video on your screen (to help improve line of sight/eye contact)
- Please have your phone turned on, and handy we will contact you if there are any troubles.
- As with appointments in the hospital, clinic may run behind time and **you may have to wait** before the doctor joins. Log on anyway- you'll hear when the doctor joins/starts the consultation.
- If you can't make the appointment, please call us to cancel/reschedule on **ph:**

Who will be part of the consultation?

- At the start of the consultation we will introduce everyone in the room and ask you to do the same. As with face-to-face consultation they may be students, trainees or other staff in the consultation. You can always ask for them to leave the consultation at any time.
- You are welcome to have anyone with you at your end- please make sure you introduce them and we can see them on the screen.

What about privacy?

As with face-to-face consultations

- No-one (including you, your GP or us) may record the consultation
- We will keep a written record of the consultation and this will go in your medical record.
- We will also send a summary letter to your GP, even if they were not involved in the consultation.

What happens afterwards?

Evaluation and Feedback

- Please complete the patient evaluation form

- Feel free to contact the pain service directly,
- As with face-to-face sessions, if you are not happy with the clinical outcome or decisions you can always elect to see another doctor or seek a second opinion

Medicare Consent

- If you receive an email from us, please type your name to sign the 'consent to bill Medicare' form.
- This enables us to bill Medicare for the service. There is no cost to you from the Health Service.

Follow up

The principles are the same as a face-to-face consultation:

- You will be offered a follow-up appointment or further investigations as needed, this could be by video-consultations again, or in person at your local healthcare facility or with your local doctor.
- If you don't like the style of video-consultation, you can always choose face-to-face next time- the choice is yours.