

Patient Information Sheet on being part of a Telehealth consultation

What is a Telehealth consultation?

A Telehealth consultation is a consultation where you and your specialist are not in the same room as each other and use technology to be able to see and hear each other, a bit like Face Time or Skype.

At the time of consultation you will see your doctor through a computer screen or a smart device. There may be a staff member with you in the room if it is deemed appropriate and you are comfortable with that (for example if they have to check your blood pressure or read through results). By using Telehealth you will:

- Save travel time to appointments
- Save on accommodation expenses
- Reduce the stress and strain on your loved ones and carers who travel with you or look after family members at home while you go to an appointment
- See a Health Specialist sooner
- With your permission, your local Health Worker, Nurse or GP Doctor may attend your appointment as support. They may also assist by asking and answering questions you or your Health Specialist may have
- Receive specialist care at your local hospital rather than transferring to a large hospital away from home
- Receive regular care close to home

Important Information

- You may choose not to participate in a telehealth consultation
- There should be no additional cost to you other than your usual consultation fees
- You can choose if a family member attends the appointment with you
- If you are uncomfortable you can ask to finish the consultation
- A follow up appointment will be made if required
- Feel free to ask any questions you have both before, during and after the consultation

Privacy and Confidentiality

All consultations done via Telehealth are private and secure and won't be recorded. Notes will be taken during the consultation at both ends and will then be entered into your medical record as what would normally happen if you saw your specialist face to face. Verbal consent is required at the beginning of the consultation before your consultation will proceed and all staff part of the

consultation will be introduced at the beginning of the session. For further information or to discuss the use of Telehealth please contact your Clinic team or GP.

What technology do I need to?

- To use Video Call 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
 - An iPad, iPhone and iPod,
 - To use the technology on an iPod, iPhone and iPad you need the following
 - Install free **Pexip Infinity Connect Mobile app** from the iTunes store.
 - Your iPad/iPhone/iPod must be running **iOS 9 or later**
 - The Google Chrome web browser installed
 - A reasonable and reliable Internet connection

What can I do in advance?

- Download Google Chrome at <http://www.google.com/chrome/>
- Know in advance who 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 the clinic.
- **5 minutes before the consultation time**, follow the instructions to join your video call online
- Go to <https://conference.meet.health.nsw.gov.au> or www.svhs.org.au/telehealth to find Connect button
- Click the start video call button
- You will see below page
- Click the start video call button again
- When connected you will see yourself on screen and hear music until the clinic joins the call
- Check that your speakers, microphone and camera are all turned on and working
- Try to use wired internet if possible, or Wi-Fi if wired is not available
- 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.

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 there 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 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