

Checklist for video & phone consultations

This file is from HealthVitalIT's guidance for remote consultations:

<https://healthvitalit.com.au/topics/article/digital-health/using-telehealth-remote-consultations>

At the clinic

Hardware

- ☐ computer workstation & printers (usual desk setup)
- ☐ speakers and microphone (or iPad)
- ☐ speaker phone or mobile phone (for phone consults – avoid use of personal mobile)

Additional for video (if not using an iPad):

- ☐ web camera
- ☐ second screen to view clinical record

Software

- ☐ clinical software
- ☐ [Prescription Exchange System](#) (PES) and electronic prescribing, when available
- ☐ [My Health Record](#) (useful when seeing patients new to the clinic)
- ☐ Safescript integration / portal access (this is mandatory in Victoria from 1st April 2020)

Additional for video:

- ☐ video conferencing software (see [suggested requirements for video consultations](#))
- ☐ if using an iPad, sign in using the clinic's Apple ID, not your personal one

Room setup

- ☐ quiet room & door sign when consultation in progress.
- ☐ privacy controls (use headset for sound if speaker would be too loud)

Room setup – additional requirements for video consults

- ☐ good lighting – desk lamp for extra light, close blinds to avoid glare
- ☐ microphone (preferably, one that reduces background noise)

At home

Hardware

- ☐ computer workstation
- ☐ speakers and microphone (use headset for sound if speaker would be too loud)
- ☐ speaker phone or mobile phone (for phone consults – avoid use of personal mobile)
- ☐ printer (that can be setup to print locally when remotely logged into clinic)
- ☐ fax machine or electronic fax alternative
- ☐ prescription paper / pathology & DI request forms / referral paper
- ☐ reliable internet access (high bandwidth)
- ☐ stamps & envelopes

Additional for video (if not using an iPad):

- ☐ webcam
- ☐ second screen to view clinical record

Other recommended hardware items:

- ☐ scanner (printer & scanner combination or scanner app on mobile phone)
- ☐ shredder

Software

- ☐ [remote access](#) to clinical software
- ☐ up to date web browser (to access information, sites such as MBS online, and pathology and radiology portals)
- ☐ [Prescription Exchange System](#) (PES) and electronic prescribing, when available
- ☐ [My Health Record](#) (useful when seeing patients new to the clinic)
- ☐ electronic fax solution
- ☐ Safescript integration / portal access (this is mandatory in Victoria from 1st April 2020)

Additional for video:

- ☐ video conferencing software (see [suggested requirements for video consultations](#))

Room setup

- ☐ quiet room & door sign when consultation in progress.
- ☐ privacy controls (use headset for sound if speaker would be too loud)

Additional for video:

- ☐ good lighting – desk lamp for extra light, close blinds to avoid glare
- ☐ microphone (preferably, one that reduces background noise)

Promotion to patients

- ☐ clinic team is aware of the new service
- ☐ promotion by reception staff
- ☐ clinic phone message
- ☐ bulk SMS or email message
- ☐ online booking option for telehealth appointments
- ☐ website, social media, clinic signage
- ☐ hardware requirements & fees clearly explained