

## 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