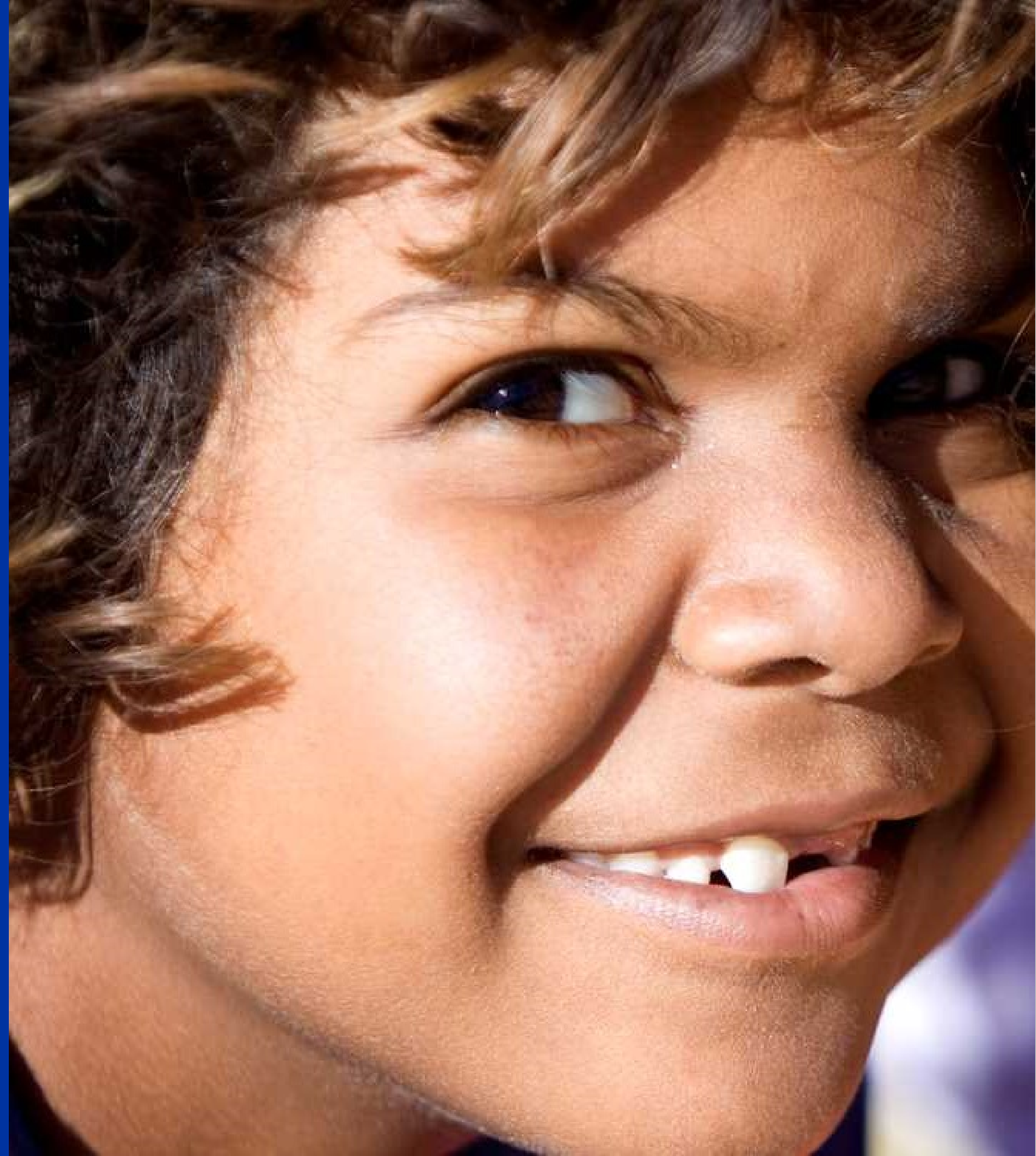


Telehealth

COVID-19 UPDATE

November 2020

WE ACKNOWLEDGE THE TRADITIONAL OWNERS & CUSTODIANS OF THE
LAND THAT WE LIVE & WORK ON AS THE FIRST PEOPLE OF THIS COUNTRY.



INTRODUCTION

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Hunter New England Central Coast
Primary Health Network
Project Officer - Telehealth



Dr Michele Hogg

Gloucester Medical Centre
Specialist Rural GP Obstetrician
VMO at Gloucester Soldiers Memorial Hospital
GP user of *healthdirect* Video Call

OBJECTIVES



COVID-19 Update

The PHN telehealth project aims to increase the use of video consultation among GPs, AMS and Allied Health professionals



1. Why video consultation?

Understand the rationale and benefits of offering video consultation to patients



2. Why *healthdirect* Video Call?

Understand the *healthdirect* Video Call offering



3. What support is available?

Understand the video consultation support and resources available from the PHN

BENEFITS OF VIDEO CONSULTATION



Benefits for clinicians

- ✓ **Comprehensive service offering**
Extend the daily practice offering to provide consultations that most closely replicate the face-to-face experience, where this is not available
- ✓ **Flexibility**
Work from any location with a good internet connection, including from home and after-hours
- ✓ **Cost**
Save travel costs and the cost of rooms and clinic space when working remotely
- ✓ **Coverage**
Offer quality healthcare services to a wider network of patients, regardless of location



Benefits for patients

*I was **more relaxed** in my consultation. I was in my **familiar environment** and the specialist and I were both **at ease**. I **didn't have the stress** of getting the two people I care for sorted before the 90 minute drive to the city hospital for this appointment.*

*I **saved money** on fuel and parking fees. I **didn't have to sit in a full waiting room**. I **didn't have to turn down work for that entire day** because of the travel time and waiting room time blowouts.*

The benefits of telehealth are immense.

[Australia's Health Panel contributor](#)

WHY OFFER VIDEO BEFORE TELEPHONE CONSULTATION?



A better patient experience

- ✓ Video consultation is comprehensive than telephone consultation, as it enables visual examination in addition to audio input.
- ✓ This additional input enables practitioners to better determine whether the patient understands the information and instructions provided.
- ✓ It also minimises the risk that the clinician overlooks something important when assessing the patient.



Compliance with MBS requirements

- ✓ *Videoconference services are the preferred approach for substituting a face-to-face consultation. However, in response to the COVID-19 pandemic, providers can also offer audio-only services via telephone if video is not available.*
[MBS Online](#)
- ✓ Avoid breaching the MBS guidelines, and running the risk of receiving an unfavourable audit.
- ✓ Patients who are unable to use video consultation can request a telephone or face-to-face consultation instead.

GPS ON VIDEO CONSULTATION

*Elderly love it as **they don't have to leave their house.***

*It allows for more **frequent and shorter consults...**
It has **reduced the associated cost of travel, parking,
and time off work.***

*I have a number of disadvantaged families whom I have been able to keep in contact with... they did not need to visit my rooms physically but I could still provide care. This was the group where I usually have the majority of my failure to attends, yet **I have not had a single failed appointment with Telehealth.***

*Video conferencing is **vastly superior** - for the **body language content** for both physician and patient and their relatives, for the **screen share capabilities** enabling a usual consultative experience (**I can show the patient and their family their previous results in my practice software on my screen with screen sharing**).*

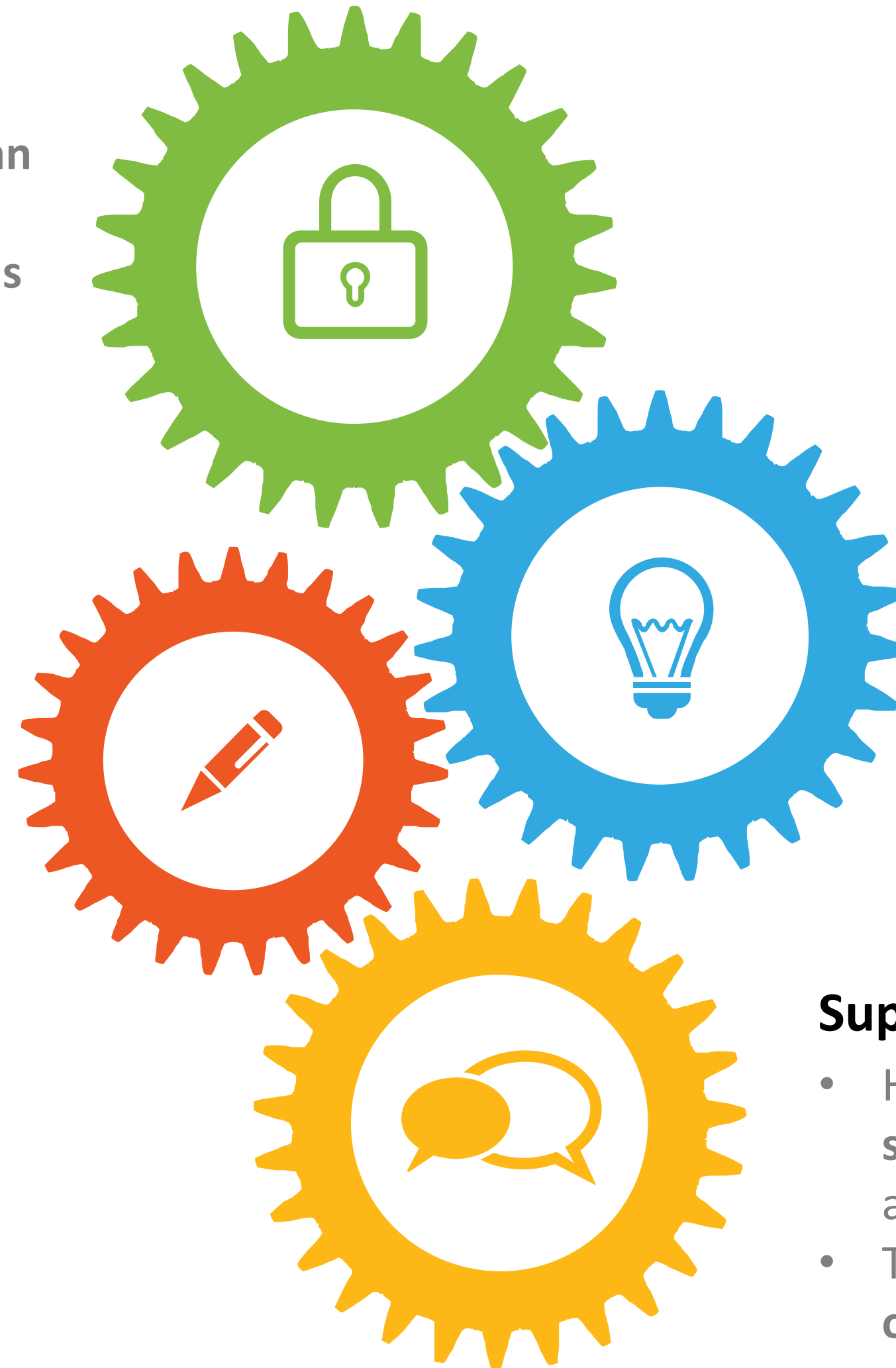
KEY FEATURES OF *healthdirect* Video Call

Privacy, security and compliance

- *healthdirect* Video Call complies with Australian Information Commissioner requirements
- It is encrypted from end-to-end and safeguards privacy by leaving no digital footprint
- It is funded by the Federal Government

Technical requirements

- Other than the [Chrome browser](#), *healthdirect* Video Call requires no downloads, plugins or specific systems
- Patients do not need an account, special software or dial in details
- It is accessible from computers, laptops, tablets and mobiles



Functions and features

- Specifically designed for virtual consultations, *healthdirect* Video Call closely replicates a face-to-face visit
- It is simple and easy to use, with:
 - **one click** for patients to join
 - a **virtual waiting room**
 - **simple patient management** and messaging for administrators
- It allows **up to five participants** in a consultation, enabling other health professionals, translators and family members to be included
- Clinicians can **share screens, share files, and draw and annotate** them for the patient

Support and help

- Healthdirect Australia provides **online training videos, step-by-step guides** for patients, clinicians and administrators, and a **helpdesk** (via phone and email)
- The PHN also provides support for **setup and onboarding** onto *healthdirect* Video Call

BENEFITS OF CHOOSING *healthdirect* Video Call

Federally funded

healthdirect Video Call is free for use by General Practitioners in private practice and Aboriginal Community Controlled Health Services until March 2021, and until June 2021 for Allied Health professionals.



Easy to use

healthdirect Video Call is simple and easy to use, with:

- Just one link for patients to click
- A virtual waiting room for patients and practitioners
- Simple patient management and communications

Benefits

Secure and private

healthdirect Video Call follows the Australian cyber security guidelines. It is secure and reliable for patients and practitioners.



Education, support and training

Healthdirect Australia provides free training, videos and support for users.

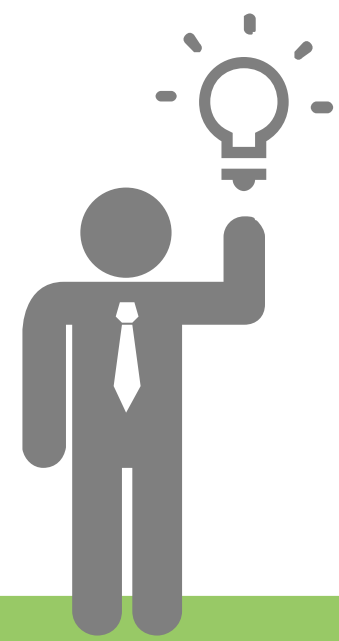


PHN guidance

The PHN offers personal guidance to help you include video consultation in your service offering.



THE PHN VALUE-ADD OFFERING



Free advice

We will help you work out how to offer video consultation to your patients



Free setup

Let us do the set up and initial administration for you - we'll even help you source the right IT equipment



Free 1:1 demonstrations

We offer a personal, 1:1 walkthrough of the *healthdirect* Video Call system



Free workflow guide

We'll share a one-page guide to embedding video consultation in your practice workflows

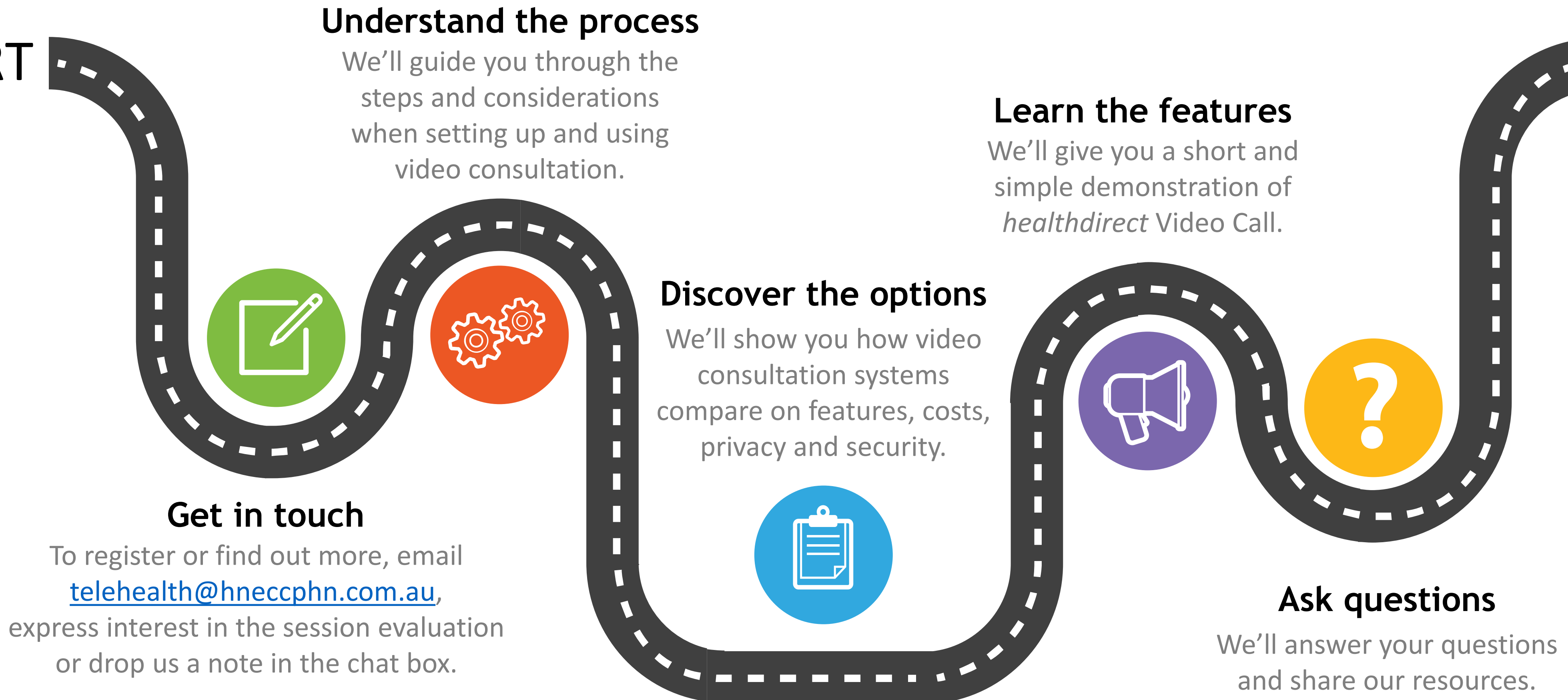


Ongoing guidance

We're here to help if you need more guidance or have further questions

WHERE TO FROM HERE?

START



Get in touch

To register or find out more, email telehealth@hneccphn.com.au, express interest in the session evaluation or drop us a note in the chat box.

Understand the process

We'll guide you through the steps and considerations when setting up and using video consultation.

Discover the options

We'll show you how video consultation systems compare on features, costs, privacy and security.

Learn the features

We'll give you a short and simple demonstration of *healthdirect* Video Call.

Ask questions

We'll answer your questions and share our resources.

FINISH

QUESTIONS AND ANSWERS



What's on your mind?



healthdirect Video Call

Do you have further questions about the features and functions of the system, or how it compares to alternative options?



Equipment and technology

Laptops, mobiles, tablets, webcams, microphones... What do you need help with?



Patient information

What information and support is available for your patients? How can you communicate and engage effectively with them using video consultation?



Training, education and support

Do you need more information on where to access training resources, how to book a demonstration, or where to find more information?

RESOURCES AND LINKS

Read the guidance
[MBS telehealth fact sheets](#)

Watch the webinar
[Guide to Telehealth for General Practice Mastermind session](#)
(with best practice appointment book management)



Register for *healthdirect* Video Call
Email telehealth@hneccphn.com.au
to get set up.

Visit our webpage - launching soon!

Find information on:

- appropriate use of video consultation,
- best practice video consultations,
- privacy,
- practice workflows,
- equipment and IT,
- patient tips,
- frequently asked questions, and
- lots more