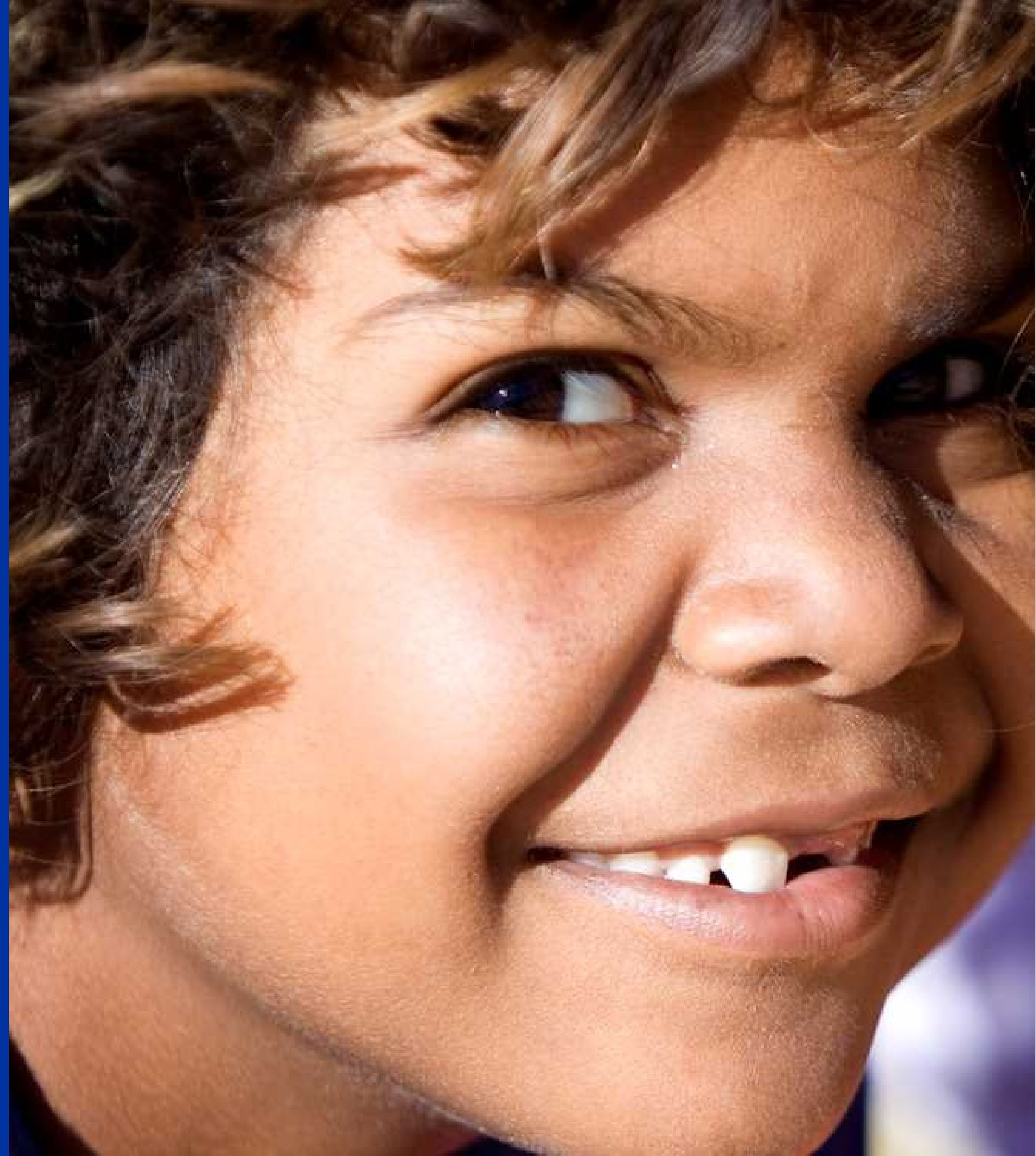


Telehealth

MASTERMIND SESSION

November 2020

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



INTRODUCTION

Heidi Avery
Primary Care Improvement Officer



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

OBJECTIVES



Mastermind session

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



Changes to the MBS item numbers

What's changed, and what does this mean for you?



Why offer video consultation to patients?

Understand the rationale and benefits, and the features and functions of *healthdirect* Video Call



3. What support is available?

Understand the video consultation support and resources available from the PHN

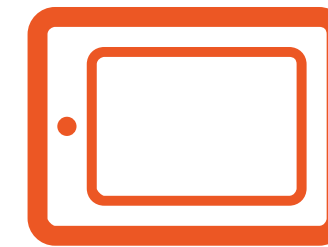
CONTINUITY OF CARE FOR PATIENTS

Access to the COVID-19 temporary MBS telehealth item numbers will provide **continuity of care for your patients** during the holiday season.



PROMOTE YOUR TELEHEALTH SERVICE OFFERING

1. Allocate time each day for telehealth appointments
2. Educate your patients - advertise telehealth services on your website, social media pages, booking platforms, SMS, phone line and waiting room.



Tips:

- ✓ Notify patients that you offer video consultation (and [which services are available](#)), at the end of each consultation,
- ✓ Book follow up appointments via video consultation (if it's suitable and the patient consents),
- ✓ Add a *healthdirect* Video Call button to your website using [this link](#),
- ✓ Share [these healthdirect video guides](#) with [patients](#) and [practitioners](#) on your website, social media pages or by email,
- ✓ Promote video consultation in signage at your practice / facility,
- ✓ Promote video consultation with a wallet card for patients, containing your contact details,
- ✓ Promote video consultation in recorded audio messages for patients on the phone, and via social media:

*“Did you know that if you’ve seen a GP in our practice face-to-face within the last 12 months,
you can have a telehealth (video or telephone consultation) no matter where you are?
Book now by visiting <insert URL> or speak with our friendly reception staff to make an appointment.”*

MBS TELEHEALTH ITEM NUMBER CHANGES



From 1 October 2020:

- GPs providing COVID-19 telehealth services are **no longer required to bulk bill**.
- **Temporary MBS COVID-19 bulk billing incentive items 10981 (for GPs) and 10982 (for OMPs) ceased.**
- The **temporary doubling of fees** for MBS bulk billing incentive items 10990, 10991, 10992, 64990, 64991, 74990 and 74991 **ceased**.

PSYCHOLOGICAL THERAPY SESSIONS

An additional 10 individual psychological therapy sessions are now available each calendar year to all eligible patients under the existing Better Access initiative:

- services performed **in person** will now be available until 30 June 2022, and
- services performed by **telehealth or phone** will be available until 31 March 2021.

To be **eligible**, patients must have:

- an **approved treatment plan** (Mental Health Treatment Plan, shared care plan, psychiatrist assessment and management plan or approved written record) developed by their medical practitioner (GP, psychiatrist or paediatrician);
- **used their initial 10 individual Better Access sessions** before they seek a referral for additional sessions, and
- **a referral from their reviewing practitioner** (not required when the GP developing a Mental Health Treatment Plan also delivers the psychological therapy sessions).



MBS TELEHEALTH ITEMS - GOVERNANCE AND COMPLIANCE

- Use of these telehealth and phone items must **comply with current rules** for COVID-19 temporary MBS telehealth items.
- **Bulk billing is at the discretion of all providers**, so long as **informed financial consent** is obtained prior to the provision of the service.
- GPs working in general practice can only perform telehealth and telephone services where they have an **established clinical relationship** with the patient.

The Department of Health continues to monitor the use of the [temporary MBS telehealth items](#).

It is the responsibility of treating practitioners to use their professional judgment to determine the most clinically appropriate services to provide, and then to ensure that any services billed to Medicare fully meet the eligibility requirements outlined in the legislation.

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.

WHAT VIDEO CONSULTATION SYSTEM SHOULD YOU USE?

Features and functions		Skype	Skype for Business	Microsoft Teams	Zoom	Facetime	WebEx	Attend Anywhere	BlueJeans	GotoMeeting (LogMeIn)	Pexip Healthcare	Scopia	Vidyo Telehealth	GP Consults	Cliniko	COVU	healthdirect Video Call
General features and functions ¹	Cost/user/month (AUD)	Free	Unknown	Unknown - part of MS Office	Free version, plans from \$20.99	Data cost only	Free version, plans from \$18.95	Unavailable to individuals, cost unknown	Free trial, plans from \$15.21	Free trial, plans from \$20.00	Free trial, cost not disclosed	Unknown	Currently free	Currently free	Free for 30 days, then from \$45.00	Free trial, plans from \$29.95 (GP) or \$19.95 (Allied Health)	Currently free for GP, AMS & ACCHS
	Download/ plugin/ system/ device required	No	Yes	Microsoft Office	Yes	Apple only	Yes	No	No	Optional	No	Plugin	Yes	No	Unknown	No	No
	Specific browser required	No	No	No	No	No	Chrome, IE, Edge, Firefox	Chrome, Safari (Apple devices)	Chrome, Firefox, Edge, Safari, Opera	Optional (Chrome, Firefox)	Chrome, Edge (optional)	Chrome, Firefox, IE, Safari	Chrome, Firefox, IE, Safari	Safari (Mac only), Chrome, Firefox	Unknown	Chrome, Safari (Apple devices)	Chrome
	Available on mobile	Yes	Yes	Yes	Yes	Apple only	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Available on tablet	Yes	Yes	Yes	Yes	Apple only	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Available on laptop	Yes	Yes	Yes	Yes	Apple only	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Maximum participants	20	250	10,000	100	32	100	Multiple	50	26	100	28	100-250	Unknown	Unknown	5	5
	Send/receive audio	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Send/receive video	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Screen sharing available	Yes	Yes	Yes	Yes	Yes	Yes	Yes, but not using Safari	Yes	Yes	Depends on browser	Yes	Yes	Unknown	Yes	Yes	Yes
	File share available	Yes <300MB	Yes <300MB	Yes	Yes	No	Yes	Unknown	No	No	Yes	Yes	Yes	Unknown	Unknown	Yes*	Yes
	Recording available ²	Yes	Yes	Yes	Paid version	No	Yes	No	Yes	Yes	Yes	Yes	Unknown	No	No	Yes	Yes
	Chat function available	Yes	Yes	Yes	Yes	Unknown	Yes	Unknown	Yes	Yes	Yes	Yes	Yes	Unknown	Yes	Unknown	Unknown
	Drawing/ whiteboard/ annotation tool available	Unknown	Yes	Yes	Yes	Unknown	Yes	Unknown	Yes	Yes	Unknown	Yes	Yes	Unknown	Unknown	Yes	Yes
	Integrates with existing appointment system, calendar or browser	Extension for Chrome browser	Outlook	Outlook	Office 365, Google, Outlook	Unknown	Office 365, Google, Outlook	No	Outlook, Google	Office 365*	Unknown	Office 365, Google, Outlook*	Outlook, Google	Unknown	Google, iCal, Outlook	Nookal Practice Management, Acuity Scheduling*	Unknown
	Storage	Unknown	Unknown	Unknown	1GB	Unknown	5GB+	Unknown	5 hours/user	Depends on plan	Unknown	Unknown	Unknown	Unknown	Unlimited	N/A	Unknown
	Helpdesk/ customer support service	No	No	No	Online only	No	Online only	No	Online only	Online only	Online only	1300 367 166, M-F, 8am - 4pm ³	Unknown	Unknown	Unlimited, free email & chat, 24 hrs/day	Live chat, 18 hrs/day	1800 580 771, email
Health-specific features	Developed specifically for health industry	No	No	No	No	No	No	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	Yes
	Patient, clinician and administrator guidance	No	No	No	No	No	No	No	No	No	No	No	No	Patients & clinicians	Patients, practitioners & administrators	Patients & general setup information	Patients, clinicians and administrators
	Dedicated waiting room	No	No	No	No	No	No	Yes	No	No	Yes	No	Unknown	Unknown	No	Yes	Yes
	Telehealth consent form	No	No	No	No	No	No	Unknown	No	No	Unknown	No	Unknown	Unknown	Unknown	Yes*	Unknown
	Medicare integration	No	No	No	No	No	No	Unknown	No	No	Unknown	No	Unknown	Unknown	Yes	Unknown	Unknown
Security and compliance	End-to-end encryption	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Meets Australian Information Commissioner requirements ⁴	No	Yes ⁵	Yes ⁶	No	Unknown	Unknown	Unknown	Unknown	No	Yes	Yes	Unknown	Yes ⁷	Yes ⁸	Yes ⁹	Yes ¹⁰
	Funded by the Australian Federal Government	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	Yes

See the Software comparison [here](#).

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](#) or [Safari](#) browsers, *healthdirect* Video Call requires **no downloads or plugins**
- 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

SIMPLE PRACTITIONER LOGIN



healthdirect
Video Call

Welcome

Sign in to continue

Sign in

LOGIN >

☐ Keep me signed in for today

[Reset password](#)

WAITING ROOM



ORTHOPAEDICS
Western Hills Health

WAITING AREA 2

DATA COLLECTIONS

MEETING ROOMS

Reception

Enter

Team Meeting

Enter

+ Create a new room

Orthopaedics

All Callers

Status	Caller	Participants	Telephone	Actions	Notify
Waiting (02:44)	Tom King	1	0438240074	<div>JOIN CALL</div> <div>Transfer</div>	<div>Notify</div>
Waiting (01:55)	Patricia Cooper	1	0410467677	<div>JOIN CALL</div> <div>Transfer</div>	<div>Notify</div>

Clinic Settings

TEST CALL

Test your network and equipment

Waiting Area Alerts

Customise how you are notified of new calls

Waiting Area Hours

View the hours of operation for this waiting area

The waiting area is ready to receive callers

Closes in 2 days

View the opening hours

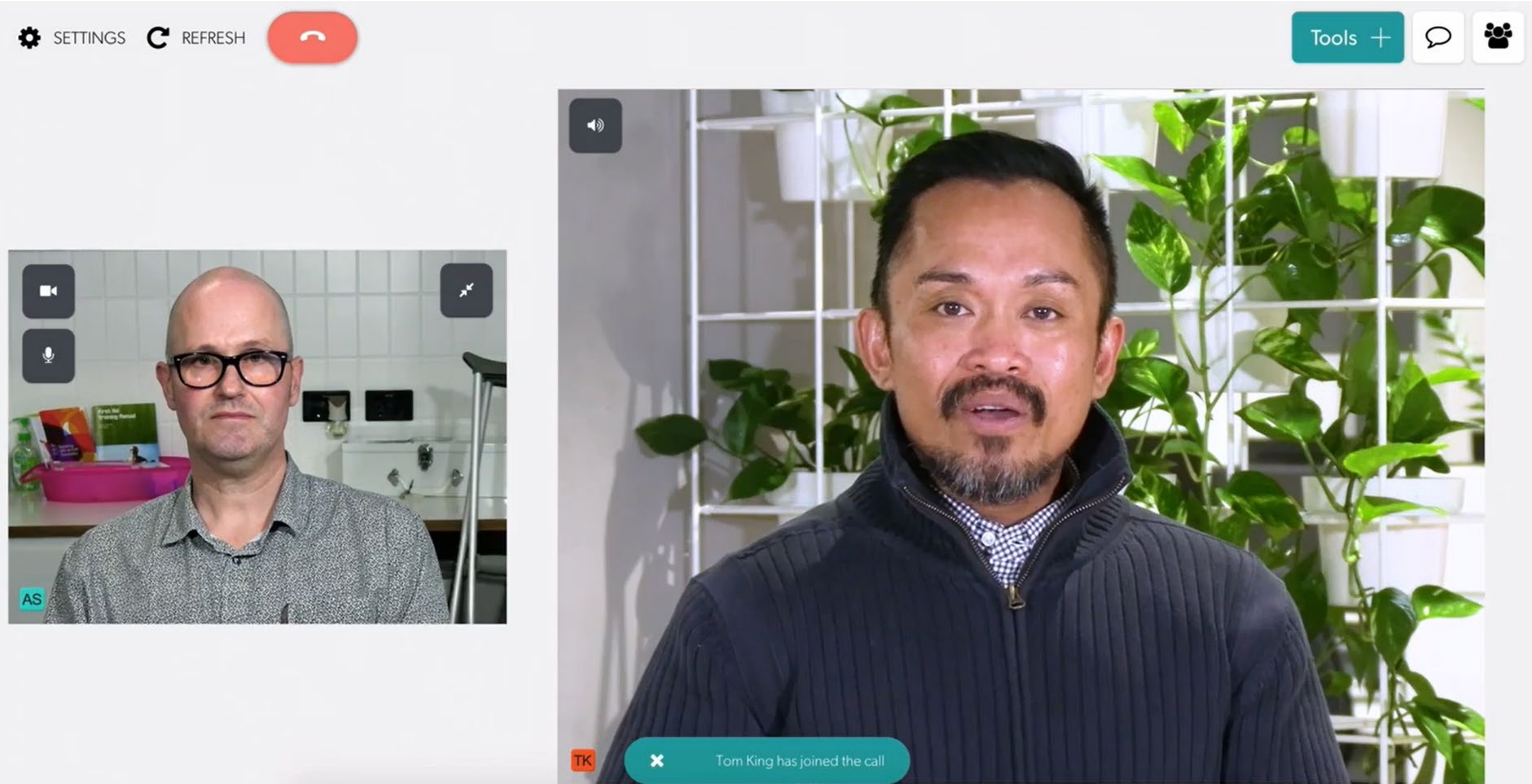
Waiting Area URL

Give this URL to callers to have them join this waiting area

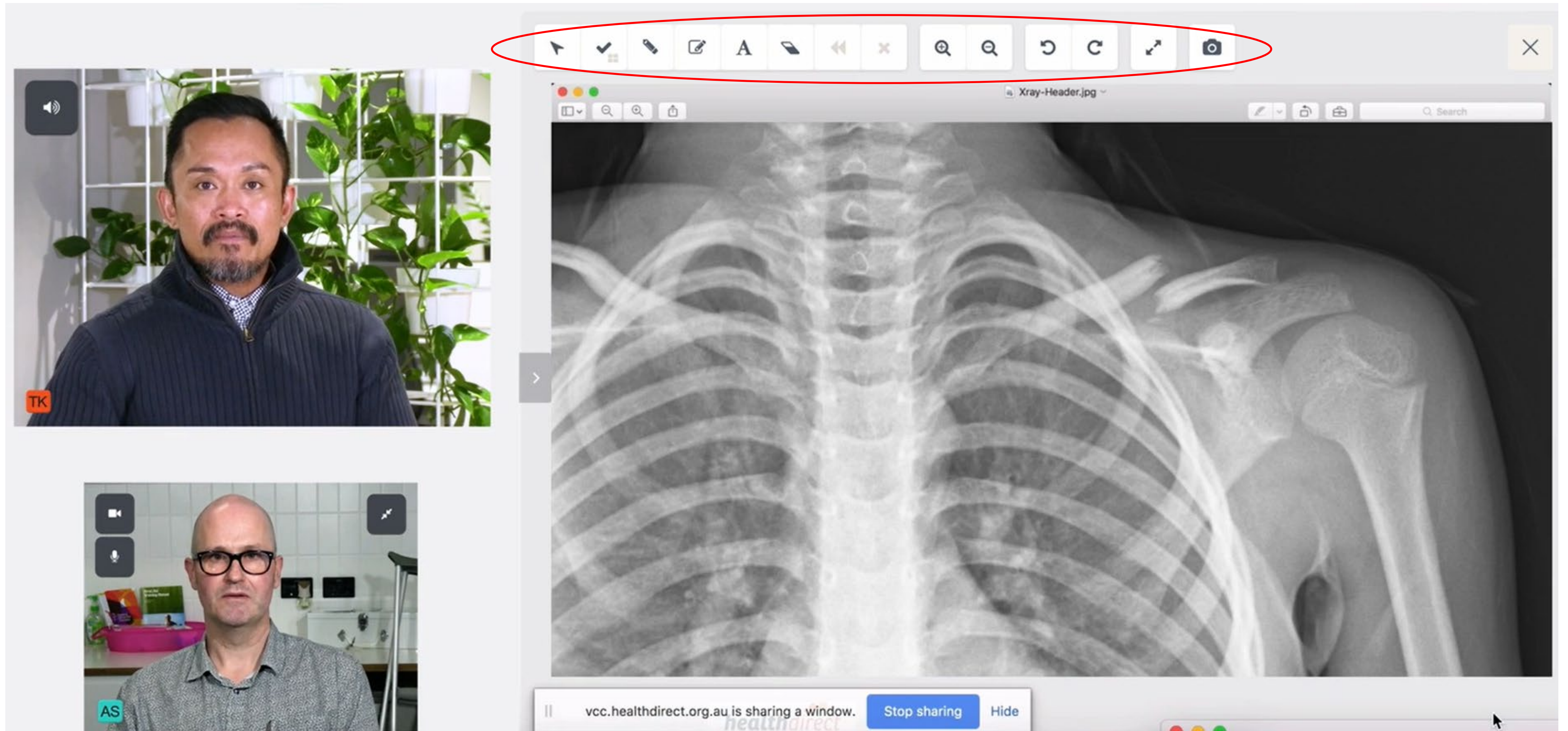
https://orthopaedics.vcc.healthdirect.org.au/join

COPY

BEGINNING THE CONSULTATION



FILE SHARING



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.

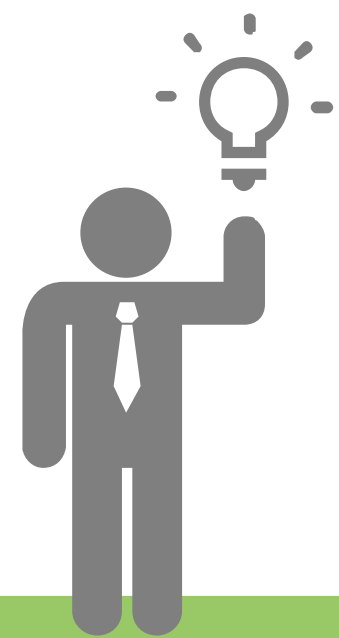


PHN guidance

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

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

Get in touch

To register or find out more, email telehealth@hneccphn.com.au or express interest in the session evaluation.

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)



Introduction to *healthdirect* Video Call
Watch the five-minute overview video on [this page](#).

[Visit our new webpage](#) - launched today!
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!