

Practice Support Information and Workflows



[healthdirect Video Call](#) is a comprehensive, secure and reliable video consulting service for healthcare in Australia, which makes it easy for healthcare providers to offer video consultation services to patients.

healthdirect Video Call is currently funded by the Australian Department of Health and is available free to:

- ✓ General Practices,
- ✓ Aboriginal Medical Services (AMS),
- ✓ Aboriginal Community Controlled Health Services (ACCHS), and
- ✓ Allied Health practitioners.

The following workflows will assist practices to provide *healthdirect* Video Calls to patients.

Hold a staff meeting

- Advise staff that you will start using *healthdirect* Video Call to provide video consultations to patients
- Watch [this short video](#) about *healthdirect* Video Call
- Explain the team's roles and responsibilities:
 - [Watch this video](#) for GPs
 - [Watch this video](#) to understand the patient experience
 - [Share this one-page summary](#) with Practice Managers, Nurses and Administrators
 - Explain how to view and manage patients in the *healthdirect* Video Call
- Explain the [training and resources available](#) from *healthdirect* Australia

Book a video consultation for a patient

1. Advise patient of the option for a video consultation,
2. Obtain patient consent verbally,
3. Confirm the patient's preferred method of contact (SMS or email),
4. Confirm patient's contact details in clinical software,
5. Book appointment in clinical software as a video consultation,
6. Send healthdirect Video Call link to patient (SMS or email), and
7. If a private consultation fee applies, collect payment prior to appointment.

At appointment time

1. The patient will use the link (received via SMS or email), or the logo/button on the practice website, to access the virtual practice 'waiting room',
2. The patient will appear in the virtual practice 'waiting room',
3. When the doctor signs in, they will see all the patients in the virtual practice 'waiting room', and
4. The doctor then selects the relevant patient and commences the consultation.

If the GP is running late, advise the patient

1. Open the *healthdirect* Video Call virtual practice 'waiting room',
2. Find the relevant patient,
3. Click on "Send message", and
4. Write a message to the patient to advise how long the doctor will be.

After the consultation, complete payment for using the correct [MBS item number](#).

For additional information about [healthdirect Video Call](#), visit the [PHN Telehealth webpage](#).