

Telehealth: Quick start guide summary

Telehealth is a modality of health care delivery. Pexip is a web-based platform to support the delivery of telehealth services. The use of this platform provides greater flexibility on the location of participants and removes the need for people to travel to provide or access health care.

Each LHD/SHN has a telehealth contact person. You should speak with your telehealth person for localised advice and support prior to integrating telehealth into your practice. Their details can be located on the [ACI Telehealth webpage](#).

More detailed information to support the integration of telehealth can be accessed using:

- [Telehealth getting started guide](#)
- [Telehealth in practice guide](#)

The model of care

Where clinically appropriate, telehealth is a safe, effective and valuable modality to support patient and family-centred care. It can be used for the purposes of assessment, diagnosis and intervention including therapy, consultation, follow up and education.

It is important that before your service begins delivering telehealth you have incorporated telehealth planning within your existing model of care and that the clinical standards can be maintained.

You should consider:

- how you can adapt your practice to ensure that the patient receives appropriate care
- what resources and support you require to ensure high quality provision of care
- if the patient has suitable devices and connectivity to enable them to receive a video call.

Patient documentation

Like a face to face consult, all clinical care provided by telehealth consultation needs to be documented in the patient's medical record.

Reporting activity for non-admitted Services

Regardless of the modality type, it is mandatory to report non-admitted service activity. Recording the consult in eMR or on paper will not attract a National Weighted Activity Unit (NWAU). It is important to ensure the appropriate Non-Admitted Patient (NAP) appointment or service contact form is also completed and that you select the appropriate modality for video conferencing e.g. Audio Visual Clinician End or Audio Visual Patient End. If you use telephone (voice only) you should select Audio Clinician End or Audio Patient End.

Minimum hardware options

You will need a monitor with a webcam and a headset or speakerphone. Some clinicians find having two monitors beneficial: one for the telehealth software and the other for eMR.

Pexip can also be used with videoconferencing desktop (CISCO DX80) or room based videoconferencing equipment. You can check where this equipment is located in your LHD via this link:

<http://ehnsw.sharepoint.nswhealth.net/teams/IS-TS/SNS/CS/Pages/NSW-Video-Endpoint-Map.aspx>

How to get started – Pexip


Request a Pexip account at:

<https://sara.health.nsw.gov.au/customerportal>

- A Virtual Meeting Room (VMR) will be created and details will be emailed to you.
- If you require a VMR on short notice, contact the Conferencing Services Support Team to be allocated a temporary VMR.

Attend a training session

A training session is required to ensure that you are familiar with all the functionality relevant for your service and model of care. Your Telehealth Manager/Lead will provide you with further details about pre-recorded and virtual sessions available and where to access user guides and other relevant training modules.

Complete			Task	Comment
Yes	No	N/A		
			Contact your local Telehealth Manager/Lead www.aci.health.nsw.gov.au/__data/assets/pdf_file/0006/509478/Telehealth-contacts-in-NSW.pdf	
			Consider current model of care (MoC) and practice adaptations to support video conference	
			Request a Clinical Pexip Account via SARA https://sara.health.nsw.gov.au/customerportal	
			Identify and source appropriate telehealth enabled devices to use	
			Ensure Google Chrome is available on your PC/laptop	
			 Download Pexip Infinity app onto your mobile device	
			Attend a training session	
			Review telehealth etiquette	Available in: Telehealth – Quick Start Guide.
			Apply for remote access of eMR or other required clinical applications	
			Identify how to report clinical activity using video conferencing modality e.g. audio, audiovisual clinician end or patient end.	
			Prepare patient information e.g. preparing for a virtual consultation	
			Identify patients that are suitable to receive telehealth and have access to an appropriate device.	

TELEHEALTH SUPPORT AND TROUBLESHOOTING SUPPORT

The eHealth NSW Conferencing Support Team provides technical support for clinicians and patients using video conferencing to access clinical care.

Call **1300 679 727** for technical support (do not provide this number to patients, carers or external providers).