

# Telehealth: Readiness assessment

This readiness assessment is designed to consider the key features that enable the successful implementation of telehealth.

Your service may not yet meet all of these requirements, but this shouldn't be a deterrent for using telehealth. This readiness assessment should help guide your approach to improve telehealth services offered.

This tool can be completed at any stage of telehealth implementation, both during initial set-up to identify key areas for inclusion, and once services are established to identify areas for improvement.

For further information, please refer to [ACI Telehealth in Practice guide](#).

Checklist	Yes	No	Comments
<b>Considerations for the HRFS</b>			
The service has identified opportunities and a need for telehealth to support HRFS service provision			
The service has engaged with the Telehealth Manager/Lead regarding implementing telehealth, including: <ul style="list-style-type: none"> <li>identifying the appropriate modalities and telehealth equipment and technology (as per LHD recommendations). Modalities may include:                             <ul style="list-style-type: none"> <li>telephone</li> <li>video conference</li> <li>remote monitoring</li> <li>store and forward</li> </ul> </li> <li>ensuring local policies, procedures and requirements are met with regard to telehealth</li> </ul>			
The service is correctly set up for telehealth both on-site and at the patient site including: <ul style="list-style-type: none"> <li>an agreed telehealth model</li> <li>appropriate facilities (e.g. private and quiet location, lighting)</li> <li>telehealth equipment in a convenient location for use in patient care</li> <li>as a minimum technology requirement, a portable camera is available for patient consultations</li> </ul>			
The service has considered standardised data capture including a standard and consistent method of: <ul style="list-style-type: none"> <li>capturing consultation notes for patients medical records at both ends of telehealth consultations</li> <li>capturing occasion of service/activity at both ends of telehealth consultations</li> </ul>			

Checklist	Yes	No	Comments
<b>Considerations for the HRFS</b>			
The service has considered how scheduling and integration of telehealth will be undertaken			
The service has identified a lead for implementing telehealth			
The service has undertaken training with team members and other clinicians who will be engaging in consultations/case conferencing via telehealth			
The service has identified the process for seeking technical support when required (e.g. local support)			
The service has worked with patient sites to test the proposed telehealth approach to identify any issues and barriers prior to wider implementation			
The service has identified how and when telehealth services will be promoted to patients and other clinicians (e.g. verbal, posters, letters to GPs)			
Clinicians have been offered training in using telehealth equipment and have access to good technical support			
Clinicians communicate with colleagues and patients about the benefits of telehealth			
Clinicians provided opportunities for patients to ask questions before, during and after the telehealth consultation/s			
Clinicians were informed about where to access appropriate equipment to support the telehealth consultation			
<b>Considerations for patients</b>			
The patient would benefit from telehealth and feels that telehealth can support their care			
The patient received all relevant information and advice for participating in telehealth (e.g. written patient information was provided, clinician/s explained what is involved in a telehealth consultation)			
The patient was given opportunities to ask any questions they have before, during and after telehealth consultation/s			
The patient understands that telehealth is only used when clinically appropriate			
The patient was given the opportunity to refuse a telehealth consultation at any time			