Telehealth Tips – For Patients/Caregiver/Client

What technology do I need to?
- To use videocall make sure you have the following:
  - A computer or laptop (Windows or Mac)
  - A webcam (built-in or USB)
  - A microphone and speakers (usually built-in to most laptop computers and external webcams)
  - An Android-based smartphone, with a front facing camera
  - An Android-based tablet, with a front facing camera
  - The Google Chrome web browser installed (version 40 or later, go to www.whatbrowser.org to check)
  - A reasonable and reliable Internet connection

At this moment you can not use an IPAD or IPHONE for videocall.

What can I do in advance?
- Download google chrome at http://www.google.com/chrome/
- Know in advance who'll will be involved in the consultation, so you can have your questions ready.
- If the consultation is at home, have distractions (i.e. something to keep you occupied if waiting) available if needed.
- Ensure children/other siblings are cared for during the consultation so you do not need to attend to them.
- Reduce environmental/background distractions in advance (e.g. games finished, no no conversations happening within earshot)
- Prepare children in advance for a telehealth video-consultation so they can enjoy seeing their doctor through the computer, which can be a helpful way to keep them interested.

What do I do on the day?
- Go to start video call button, then select the service you will be attending. If you are not sure who you are seeing please contact. xxx
- 5 minutes before the consultation time, follow the instructions to join your video call online.
- Go to www
- Scroll down the website to you see this button
• Click the start video call button
• Check that your speakers, microphone and camera are all turned on/working.
• Try to use WiFi or wired if possible.
• 3G may result in poor image quality and call may cut out easily.
• Best to ensure there is no concurrent internet use: No online games, downloading movies (remember to check on relatives if at home).
• Look at the video of yourself on screen to check how you look to the other party.
• Frame yourself according to the ‘rule of thirds’ (angle not too high, not too low)
• Make sure your camera is positioned next to the video on your screen (to help improve line of sight/eye contact)
• Please have your phone turned on, and handy we will contact you if there are any troubles.
• As with appointments in the hospital, clinic may run behind time and you may have to wait before the doctor joins. Log on anyway- you'll hear when the doctor joins/stays the consultation.
• If you can’t make the appointment, please call us to cancel/reschedule on ph.

Who will be part of the consultation?
• At the start of the consultation we will introduce everyone in the room and ask you to do the same. As with face-to-face consultation they may be students, trainees or other staff in the consultation. You can always ask for them to leave the consultation at any time.
• You are welcome to have anyone with you at your end- please make sure you introduce them and we can see them on the screen.

What about privacy?
As with face-to-face consultations

• No-one (including you, your GP or us) may record the consultation
• We will keep at written record of the consultation and this will go in your medical record.
• We will also send a summary letter to your GP, even if they were involved in the consultation.

What happens afterwards?

Evaluation and Feedback
• Please complete the patient evaluation form
Feel free to contact the pain service directly,
As with face-to-face sessions, if you are not happy with the clinical outcome or decisions you can always elect to see another doctor or seek a second opinion

Medicare Consent
If you receive an email from us, please type your name to sign the ‘consent to bill Medicare’ form.
This enables us to bill Medicare for the service. There is no cost to you from the Health Service.

Follow up
The principles are the same as a face-to-face consultation:

- You will be offered a follow-up appointment or further investigations as needed, this could be by video-consultations again, or in person at your local healthcare facility or with your local doctor.
- If you don’t like the style of video-consultation, you can always choose face-to-face next time - the choice is yours.