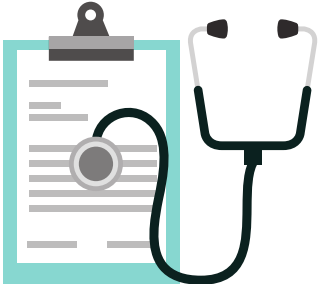


CONDUCTING A TELEHEALTH CONSULTATION

Tips for clinicians

Before



Preparing to use telehealth

Contact your health service for registration and access to their supported platform
Check the protocols for prescribing and referrals

Directly before the consultation

Ensure you have good lighting, a quiet space and a plain background
Use two screens if possible, with required programs or results open and ready
Familiarise yourself with the patient history and reason for consultation

Opening

Introduce yourself

Tell the patient your name and job title

Identify the patient

Ask them to repeat their name, date of birth and address

Reassure security and professionalism

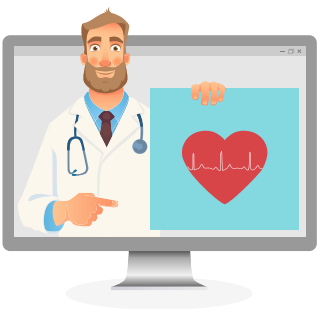
Explain the purpose and conduct of the consultation will be the same as face to face, with privacy and confidentiality preserved at all times

Explain the plan if the call is disconnected

Record the patient's number to complete the consultation by phone if connection is disrupted



During



Share your screen

When appropriate to show the patient results or scans

Explain your actions

Such as looking away from the screen, reading or writing- so they understand why you may be silent

Welfare check

Ask about the patient's general wellbeing and psychological health- consider suggesting supports or assistance available

Close

Summarise and repeat the plan

Including any responsibilities expected of the patient, carer or supportive healthcare provider (if present)

Questions?

Offer time for the patient to ask questions

Seek feedback

Ask the patient what they thought of the telehealth consultation.
If they have concerns, encourage them to seek advice to support telehealth becoming a part of future routine care

