

WHO CAN HOST A telehealth CONSULTATION?



- ✓ Local Health Service
- ✓ Multipurpose Service
- ✓ General Practice Doctors Surgery
- ✓ Aboriginal Medical Service
- ✓ Aged Care Provider

You can host a Telehealth consultation on behalf of a client or you can host Telehealth consultations to deliver services to your clients.

WHO IS THE CONSULTATION WITH?

FOR YOUR CLIENTS: specialist services from WNSWLHD. This may include specialist Doctors, Nurses, Psychologists, Health Workers, Physiotherapists or other Allied Health Workers. Currently available services can be found at wnswlhd.health.nsw.gov.au/telehealth

FOR YOUR SERVICE: your clients may choose to have their appointments with your service via Telehealth from their homes.

WHAT EQUIPMENT DO I NEED?

A quiet, private consultation room and a laptop/desktop computer with internet connection, a good quality web cam and microphone.

Telehealth access is available throughout WNSWLHD. Contact the Telehealth help line for your nearest location.

WHY WORK WITH telehealth?



- ✓ Patients often see specialists sooner
- ✓ Patients don't have to travel as far for consultations
- ✓ Patient confidentiality is assured
- ✓ Usually only patients attend the consultation – no extra staff required
- ✓ GP or Practice Nurse or Health Worker may be present if required for communication and continuity of care. If the appointment is with a Specialist Doctor then Medicare billing is available
- ✓ Dedicated WNSWLHD Telehealth help team

FURTHER INFORMATION

David Wright (Operational Manager Telehealth)
0429 328 256 | david.wright1@health.nsw.gov.au

Sharyn Cowie (Manager Telehealth)
0439 047 481 | sharyn.cowie@health.nsw.gov.au

TELEHEALTH HELP LINE:
02 6325 0860

SETTING UP A telehealth APPOINTMENT



INFORMATION FOR
GENERAL PRACTICES
ABORIGINAL MEDICAL SERVICES
HEALTH CARE PARTNERS



GETTING STARTED

HERE ARE A FEW THINGS YOU NEED TO DO TO GET STARTED:

MAKING APPOINTMENTS

Telehealth appointments that can be slotted into face to face appointments are generally made by staff that arrange the standard appointments with patients.



TELEHEALTH PRACTITIONERS

If your client is open to trying Telehealth, see [wnswlhd.health.nsw.gov.au/telehealth](https://www.nswlhd.health.nsw.gov.au/telehealth) for a list of Telehealth ready health specialists in our health district.



SPECIAL ADMINISTRATION

No special consent is required for a Telehealth consultation.



CONSULTATION STRUCTURE

Consider will your patient have their Telehealth consultation on their own or would they benefit from a health provider being present?



CONSULTATION LOCATION

Patients can save hours of travel if they see a health care specialist via Telehealth in their own town.



CONNECTION

WNSWLHD uses a web-based technology platform that enables secure Telehealth consultations over the internet.



SUPPORT

WNSWLHD Telehealth support team is here to help! Call them on 02 6325 0860.



HOSTING A telehealth APPOINTMENT

AT THE CLIENT END

BEFORE THE APPOINTMENT:

- Book a private and quiet room with good lighting
- If you are attending the appointment as support, make sure your appointment time is booked too
- Go to: [wnswlhd.health.nsw.gov.au/telehealth](https://www.nswlhd.health.nsw.gov.au/telehealth) and press the **test call button** to test equipment

AT THE APPOINTMENT:

- Use the email link provided in the appointment letter or go to: [wnswlhd.health.nsw.gov.au/telehealth](https://www.nswlhd.health.nsw.gov.au/telehealth) and press the **client join call button**. Select the waiting room that matches the information in the appointment letter. Enter the client's name
- Collect the patient from your physical waiting room
- Ask your client to read the Telehealth Patient Information sheet while they wait for the appointment to begin
- Switch off or place mobile phones on silent
- The microphone can be on when there is no image – best to mute until the consultation begins
- If you are attending the appointment with your client, advise who is in the Telehealth consultation and introduce each person
- Try not to talk over people as it's harder to tell when someone has stopped speaking
- Advise your location should there be issues with the connection

AT THE SPECIALIST END

BEFORE THE APPOINTMENT:

- You will need a clinician's login and virtual waiting room which you can get by phoning 02 6325 0860
- Book your time, a private and quiet room with good lighting
- Send your client a Telehealth appointment letter detailing the waiting room link, and a 'Telehealth information for patients' brochure

AT THE APPOINTMENT:

- Go to: [wnswlhd.health.nsw.gov.au/telehealth](https://www.nswlhd.health.nsw.gov.au/telehealth) and press the **Clinician button**. Enter your name and password
- Select your waiting room
- Enter your mobile number in 'Send Alerts'. When your patient arrives in the virtual waiting room, you will receive a SMS
- When the patient arrives, click on the **call button** and **select the join button**

MEDICARE BILLING**

SPECIALIST BILLING

Telehealth item numbers can be found at [mbsonline.gov.au](https://www.mbsonline.gov.au) Telehealth patients have to be:

- Not an admitted patient or patient in an ED
- Greater than 15km by road from a health specialist or
- A resident in a residential aged care facility or
- A client of an Aboriginal Medical Service

CLINICIAN SUPPORT FOR PATIENT

If a GP/Practice Nurse or Aboriginal Health Worker is present in the Telehealth appointment with a Medical Specialist, this can be **billed through Medicare at the patient end**.

** For more detailed information please see the Telehealth billing information brochure or [wnswlhd.gov.au/telehealth](https://www.nswlhd.gov.au/telehealth)