

# MPHN telehealth guide

A guide to providing telehealth in RACFs



*Well People, Resilient Communities  
across the Murrumbidgee.*

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## Introduction

For people living in Residential Aged Care Facilities (RACFs), video consultation can improve access to healthcare, without needing to leave their home. PHNs are funded to support RACFs in the implementation of best practice telehealth video consultation, to ensure that residents have timely access to the best care possible with GP's, specialists, and allied health professionals

Telehealth video consultations are an alternative option to physical consultations. While in some situations a physical consultation will be preferred, there are many scenarios where a telehealth video consultation will enable more convenient and accessible healthcare delivery without compromising patient safety.

This guide has been developed by MPHn to support RACFs to facilitate best practice video consultations for their residents. These resources and suggestions can be adapted to suit the needs and capabilities of your individual facility. Your facilities telehealth procedure should be reviewed and evaluated regularly to ensure you are continuing to offer best practice Telehealth consultations for your residents.

## Best Practice Telehealth Requirements

*The following components and considerations regarding Telehealth need to be in place to be considered best practice Telehealth delivery:*

### Hardware and equipment

Equipment is compatible with other Telehealth site. The equipment works reliably and well over the locally available network and bandwidth. Equipment, software, and communications are installed according to approved guidelines and tested jointly by participating healthcare organisations. Enterprise grade devices.

### Internet connection

For clinical video consultations, the recommended upload speed for the internet connection is 512kps. Internet speed can be tested by visiting <http://speedtest.net>. RACGP suggests organisations consider installing a separate internet connection specifically for Telehealth.

### Data security

Appropriate antivirus and anti-malware software must be used. A privacy and security assurance framework and penetrative testing should be conducted to ensure security expectations are met. Ask your IT provider to ensure you are using appropriate data security software.

### Software platforms

Should be safe, secure, and effective. The main difference between specialised and point-to-point software is the level of security encryption. Does the platform keep data in Australia? While platforms such as Skype, Zoom and MS Teams can be used, a specialised Telehealth provider platform is highly recommended.

### Physical environment

Adequate physical space to cis required to conduct consultations. Privacy and comfort requirements include considerations of wall colours, adequate lighting (discussed lighting source in front of patient) little or no background noise and clinicians ensuring that no confidential patient information is visible in the background or on the screen.

### Coordination and clinical considerations

Patient safety must never be compromised for the sake of patient or provider convenience - Telehealth should only be provided when it is clinically appropriate and safe to do so.

### Resident consent and support

Access to plain language information about Telehealth consultations (incl: national legislation, standards, privacy and data security and risk to quality) plus other relevant options for care. The resident is informed of the role of each person and gives informed consent, written or verbal.

### RACF telehealth skills

When RACFs decide to use Telehealth and then supporting the changes needed for implementation, including - assessing staff need for training, professional development, and continuous quality improvement.

### Technical Support

Technical support services should be available during the times the equipment will be operating and there should be a back-up plan in place to cope with equipment, software, or communication network failure. For example, for non-urgent consultations, rescheduling or completing by other means (e.g telephone) may be sufficient. Request a phone number to call if the connection drops out.

## Best Practice telehealth process checklist

### Assessment of resident's suitability for video consultation completed

- The GP or RACF Clinical staff will determine the suitability of a video consultation. There are certain health conditions and situations that may be suited to a video consultation depending on the residents presenting condition (these are guidelines)
  - Residents who are immunocompromised
  - Residents suffering from a debilitating illness where travel may cause physical stress e.g., frailty.
  - Residents needing urgent pain relief, wound review or falls management and a standard consult cannot be arranged.
  - Residents receiving palliative or end of life care.
  - Residents diagnosed with chronic illnesses e.g., Diabetes, COPD, CHF who are motivated to manage self-care.
  - Residents with mental health issues requiring monitoring/care management to enable and promote well-being.
- Telehealth consultations are appropriate for a range of general, specialist and allied health services including
  - Routine medical check-ups and geriatrician reviews
  - Updating of resident medication charts with prescriptions sent electronically to pharmacies.
  - Mental health consultations and counselling
  - Dieticians
  - Teledentistry
  - Speech Pathology
  - Teledermatology
  - Case conferencing with GP's and specialists.

### Request for video consultation accepted and appointment booked

1. The GP will need information about the resident prior to the telehealth consultation.
  - a. This should be clarified with the GP at the time of booking the appointment.
  - b. It is recommended the clinical staff/ RN/EN send a Fax or email attachment in **ISBAR** format or call the Practice highlighting information needed for the consult (see page 11).
2. Confirm time and date suitable for the GP Video Consult – **Ensure Mobile Telehealth Equipment is charged prior to appointment.**

### Setting up for a video consult

1. Ensure the environment is set up for video consultation, consider privacy and comfort for the resident. Ensure adequate lighting and little to no background noise.
2. It is recommended that hardware equipment is tested prior to joining the call. Ensure speakers, headsets, microphones, and cameras are working. Set up camera in a good position, ensuring participants stay within camera view.
3. Ensure internet connection is stable and troubleshooting and backup procedures are known in the case that technical difficulties are encountered.
4. Ensure residents **informed consent** has been recorded and that resident has been given appropriate information regarding telehealth consultations.

### Decontamination and manual handling completed

1. Wash, lather, rinse and dry your hands (as per NSW Health hand hygiene recommendation (<https://www.health.nsw.gov.au/pandemic/Pages/hand-wash-community.aspx>)).
2. Don a new pair of clean rubber gloves.
3. Use a disinfectant wipe to clean the surface of the tablet/iPad (e.g., 70% isopropyl alcohol wipe or Clorox Disinfecting Wipe).
4. Gently wipe the exterior and nonporous surfaces such as the display, keyboard and/or cover. Do not submerge the device, use bleach, or allow any moisture in the openings of the device such as the headphone jack. Dispose of the wipe after sufficient use.
5. Gently wipe over all cords and leads with a new wipe and dispose wipe as per previous instruction.
6. Repeat hand hygiene.

### NOTE

**Do not** immerse/submerge the device.

**Do not** use acetone, methylene chloride or hydrocarbons.

**Do not** use fibrous wiping material such as paper towels.

**Do not** use spray liquids such as household solvents or commercial cleaning fluids.

### Video consultation completed

1. GP writes care notes and completes and clearly writes the Medication Order (drug, dose, route, and frequency) and will note any changes, signs off and arrange fax or email to RACF.
2. RACF will update RN/EN notes in Residents record.
3. RACF to update clinical records.

### Manual handling and decontamination completed

1. Complete decontamination of telehealth equipment.
2. Return equipment to storage location.
3. Ensure equipment is charged and ready to use for next consultation.

## Recommended telehealth providers

Video Call always recommends using the latest version of Chrome or Safari for best video calling performance. To check your web browser version, go to <https://www.whatsmybrowser.org/> This website shows you the brand and version of the web browser you view it with and tells you if you have the latest version. If you don't use Google Chrome and want to install it, visit the Google Chrome website (<https://www.google.com/chrome/>) and download the instructions.

Always select a telecommunications service that is secure and complies with privacy laws.

<https://www.legislation.gov.au/Details/C2014C00076>

### Tips for choosing a Telehealth Provider

Review product 'security' information in the features section of the telehealth provider's website.

Look for a solution:

- That offers end-to-end encryption.
- Where the platform cannot see your calls.
- That allows you to manage the participants, or lock meetings once all factsheet participants have joined.
- That stores data in Australia. Where data is stored will be set out in the provider's privacy policy. If data is stored overseas, consider the risk of overseas disclosure.
- That offers dedicated lines.
- That allows guests to record their name upon entry to the conference, which is then played on entry and/or exit.

### Why MPHN Recommends HealthDirect

HealthDirect Video Call is currently free to use and is website based, so there are no software or application downloads necessary. HealthDirect provides a set of world-class consumer video consulting tools and services, built for Australian health care delivery. In addition, HealthDirect Video Call offers the following prescribing to Australia's Privacy and Data Sovereignty guidelines:

- Video Call do not require patients to create account or share contact details
- Patients can enter a service anonymously if permitted by that service
- No patient identity information is retained in the video system after the call ends
- Media traffic is protected with AES 128-bit encryption end-to-end between web browsers
- If network relay is required, it is passed via HealthDirect-hosted relay servers only, which cannot decrypt, and forward encrypted media traffic as is
- All call records and related provider data within Video Call application, stay within Australian territorial boundaries.

<https://about.healthdirect.gov.au/video-call>

## Residents guide to telehealth

*Use and adapt the information below, to develop and print a resident brochure:*

We aim to provide the best care for all our residents. If you become unwell, we may organise a telehealth video consultation with your GP or other health professional. This ensures that we can quickly access quality support and advice when needed.

On the day of your appointment, you will be provided with various documents such as a Video Consent form to review and consider.

A staff member will assist you to get ready for the appointment. This might mean wearing appropriate clothing so that you can be examined if necessary. A staff member from your facility will bring the equipment to your room, set it up and explain how it works.

For all video consultations, a nurse will sit in on the appointment with you. You can also have a family member or friend attend.

When the appointment starts, you will need to look at the monitor being used for the video consultation. You will be able to hear and see the GP, and they will be able to see and hear you as well.

You should be able to talk much the same as you do in a normal appointment.

After the appointment your GP will write up some notes and any new medication that was prescribed for you. The staff member who was with you, will also write up some notes.

Once the appointment has finished and the staff have packed up the video equipment, you can continue your day as normal.



# Health Direct Troubleshooting

## Video Call: Troubleshooting





Issues in a call? Click refresh.




### Does your device meet these minimum requirements?

**Windows PC**  
 i5 processor with 3GB of RAM Windows 7 or later


**Apple Mac**  
 i5 processor and 3GB of RAM MacOS 10.12 (Sierra) or later

**Android tablet or smartphone**  
 Android 5.1 or later


**Apple iPhone or iPad**  
 iOS 12 or later


### Use a recent version of one of these browsers:

Check version at [www.whatismybrowser.com](http://www.whatismybrowser.com)

 **Google Chrome**  
(Windows, Android, MacOS, iOS 14.3+)

 **Apple Safari**  
(MacOS, iOS)

 **Mozilla Firefox**  
(Windows, Android, MacOS, iOS 14.3+)

 **Microsoft Edge**  
(Windows, Android, MacOS, iOS 14.3+)

### Can't hear others?

#### Speakers/headset:

Volume at audible level?  
*(If external)* Plugged in securely?  
*(If powered)* Switched on?  
Correct speakers/ headset selected?  
*Check correct audio output selected in computer settings.*  
Hearing an echo?  
*If using external speakers position them further away from your computer and reduce the volume. Try using a headset or headphones if the echo persists.*

More: [vcc.healthdirect.org.au/speaker](http://vcc.healthdirect.org.au/speaker)

### Can't see?

#### Web camera:

*(If external)* Plugged in securely?  
Browser using the correct camera?  
*Check camera access and selected camera in web browser settings.*  
Other software using the camera?  
*(Example: Skype also running)*  
*Quit other application but may require computer reboot.*  
Firewall settings allow video stream?  
*If you are still experiencing issues speak to your IT department.*

More: [vcc.healthdirect.org.au/camera](http://vcc.healthdirect.org.au/camera)

### Others can't hear you?

#### Microphone:

*(If external)* Plugged in securely?  
Correct microphone selected?  
*Check correct audio input selected in computer settings.*  
Browser using the correct microphone?  
*Check microphone access and selected microphone in web browser settings.*  
Muted?  
*Either Call Screen, or device's audio settings.*  
Other software using the microphone?  
*(Example: Skype also running)*  
*Quit other application but may require computer reboot.*  
More: [vcc.healthdirect.org.au/mic](http://vcc.healthdirect.org.au/mic)

### Poor image/sound quality?

Connection to Internet okay?  
*Check speed and latency at [www.speedtest.net](http://www.speedtest.net)*  
*Minimum speed is 350Kbps upstream and downstream.*  
Others on the network using lots of bandwidth?  
*(Example: other video calls in progress)*  
Modem/router working properly?  
*(Wireless network) Get closer to access point.*  
*Ensure you have line of sight and are close to an access point.*

### Still having issues?

#### 1. Contact your local support:



#### 2. If issues persist local support can contact:

[videocallsupport@healthdirect.org.au](mailto:videocallsupport@healthdirect.org.au)  
Phone: 1800 580 771

HealthDirect support

Email: [videocallsupport@healthdirect.org.au](mailto:videocallsupport@healthdirect.org.au)

Phone: 1800 580 771

## Video Consultation Consent Template

*This form has been produced as a support document for facilities who do not have a video consultation consent form and would benefit from use of a form, which is best practice*

I ..... (Name of Resident) give my consent to video consultation with a Health Provider, including but not limited to my General Practitioner, Allied Health Professional or Specialist.

I understand that I may have other people present such as a nurse, carer, or family member during the consultation to discuss my health condition.

I understand that a limited physical examination will take place during the Video Consultation and that I can withdraw my consent to participate at any time.

I understand that I can change my mind and stop using video consultation at any time, including during a video consult.

I authorise the release of any relevant medical information about me to the consulting Health Professional and third-party professionals/organisations that may require this information for continuing care.

Before signing this document, I have had the opportunity to ask any questions about the Video Consultation and process.

I consent to the Video Consultation as outlined above.

_____	_____	_____
Resident/Representative Signature	Relationship to Resident	Date
_____	_____	
Witness	Date	

# ISBAR handover form

## ISBAR Form

ATTENTION: \_\_\_\_\_ DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

FAX No.: \_\_\_\_\_ No. of pages: \_\_\_\_\_

<b>Identity</b>	RACF: _____	<b>Resident's Details</b>	
	Staff member: _____		<b>Full Name:</b> _____
	Position: _____		D.O.B: _____ Noom No. _____
	Direct Phone Number: _____		Allergies?: _____

<b>Situation</b>	What is the main problem / symptoms at present?	Is a <b>Palliative care plan</b> in place? Yes / No	Is an <b>Advance Care Plan</b> in place? Yes / No
	If <b>URGENT</b> , please follow up with a phone call to the General Practice.		

<b>Background</b>	History of the main problem / symptoms?	
	Initial treatment and the effect on the resident?	
	What is the relevant medical history?	
	What are the current medications?	
	Name of the resident's usual GP?	

<b>Assessment</b>	<small>(Complete ALL domains of the clinical assessment before faxing or phoning.)</small>				
	<b>Temperature:</b>	<b>Pulse:</b>	regular/irregular		
	<b>Respirations:</b>	/minute	<b>SaO2:</b>	Usual SaO2:	
	<b>Current BP:</b>	/	<b>Usual BP:</b>	/	<b>Blood glucose level (if diabetic):</b>
	<b>Urinalysis:</b>	<b>Urine output:</b>	similar / less / more		
	<b>Pain:</b> yes/no	<b>Location:</b>	<b>Pain Score (0-10):</b>	(Consider Abbey pain scale)	
	<b>Last seen by GP:</b>	<b>Recent treatment for infection/Hospitalisation?</b>			
	<b>Confusion/change in alertness?:</b>				
<b>Other observations:</b>					

<b>Request</b>	State what you need or ask what else should you do?	

<b>Please respond to (staff name):</b>	<b>Date resident is due for medication chart renew:</b>
<b>Return Fax No.(RACF to complete):</b>	

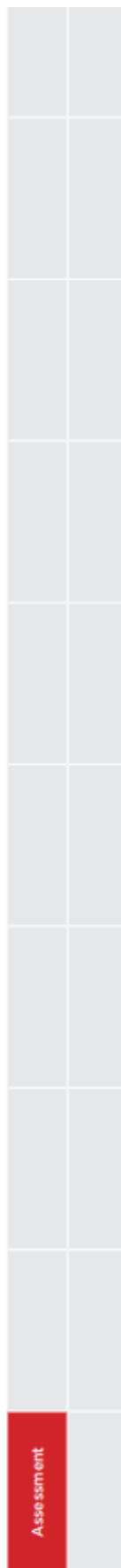
**GP / PRACTICE RESPONSE**

GP will visit on ..... OR within 24 / 48 / 72 hours OR:

Please complete the following orders:

GP Signature:	Date:	Time:
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Important: This transmission is intended only for the use of the addressee and may contain confidential or legally privileged information. If you are not the intended recipient, you are notified that any use or dissemination of this communication is strictly prohibited. If you receive this transmission in error, please notify the author immediately and delete all copies of this transmission. Version 1.0 February 2016 Building Partnerships in Aged Care.



## RACGP Video consultation patient evaluation template

### [insert facility name] post-telehealth video consultation patient evaluation

*Explanatory notes:* This simple evaluation tool is specific to video consultations and is designed to generate patient-level data practices can use to improve their video consultation systems. Practices are invited to adapt the template on suitable practice stationery to create their own post-video consultation patient evaluation tool.

Dear [insert patient name]

Thank you for participating in a telehealth video consultation on [insert date].

We would like to collect feedback to improve our services and appreciate you taking the time to complete the following questions.

We will anonymously use your feedback to create a better telehealth video consultation experience for our patients and specialists. If you want your feedback to remain confidential, please select the box below.

I do not wish to have my feedback used by the practice or other specialists.

Please rate your level of agreement with the following statements. There is no right or wrong answer. We are interested in honest feedback to help us improve our telehealth video consultations. Thank you for taking a few minutes to complete this evaluation form.

No.	Statement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	I received the same standard of care from my video consultation, as I would have from a face-to-face consultation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	The video consultation was convenient for me (eg. saved me travel costs, was easier to manage because I have limited mobility).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	I felt well prepared for the video consultation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	I would be willing to participate in another video consultation if my doctor considered it appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	How could we improve our video consultation service?					
6	Other comments					

## RACGP video consultation checklist and policy template

### [insert facility name] telehealth video consultation checklist

*Explanatory notes:* facilities are invited to adapt the template on suitable facility stationery to create their own booking checklist. The checklist is designed to accompany the referral to the clinician providing telehealth consultation. A copy of the checklist and letter of referral should be stored in the patient's health record.

#### Before telehealth video consultation

Determine clinical appropriateness	
Check patient consent	
Record patient consent	
Receive referral letter	
Provide patient information on clinical condition and possible costs	
Coordinate telehealth video consultation booking	
Advise what clinical support is required	
Pre-test video conference equipment and connectivity	

#### During telehealth video consultation

Introduce parties	
Match correct health record	
Utilise clinical support as required	
Summarise diagnosis and all follow-up actions	
Summarise follow-up actions for practitioner	
Adhere to evidence-based practice	

#### After telehealth video consultation

Make consultation notes	
Record any technical malfunctions	
Send response letter to GP	
Implement and monitor agreed follow-up actions	

## Facility policy on video recording

*Use and adapt this information below, for inclusion in your telehealth policy:*

Our facility does not record telehealth video consultations and does not authorise patients to make their own separate recording of a telehealth video consultation.

*Explanatory notes:* The RACGP recommends that general practices/RACF's adopt a default position of not recording telehealth video consultations, and not authorising patients to make their own recordings of telehealth video consultations.

There may be exceptional circumstances for making a recording during a telehealth video consultation, which may include still images (e.g. a wound or skin lesion) or moving images (e.g. a tremor, gait abnormality, unusual movement or range of movement) where such images are deemed to have clinical value. The patient will need to provide explicit prior consent and repeat this consent on camera.

## New Clinic Setup Details (via PHN)

April 2020 | Version 1.0

Complete and return this form to your PHN digital health officer.

If you have any queries, call Healthdirect on 1800 580 771

or email [videocall@healthdirect.org.au](mailto:videocall@healthdirect.org.au).

### Clinic details

Date Submitted	
Clinic Name	
Clinic Logo (image)	
Clinic Administrators (more members can be added once initial administrator creates an account)	

### Default Setting

The following properties are set by default in the *Video Call Management Console*. They can be changed after the account has been created. Visit <https://help.vcc.healthdirect.org.au/> for more information.

Call Quality -> Connection Check Behaviour	Disabled
Call Quality -> Video Quality Preset	Adaptive
Default Waiting Area Music playlist	Jazz & Blues
Audio Announcement to play to callers waiting	None
Logo Image (if not provided)	Video Call Icon
Link to caller troubleshooting information:	Specify web link
Link to the default Terms of Use	Specify web link
Important Information presented to callers before they enter a call to this Waiting Area:  <i>“This is NOT an emergency service. If you need urgent care, telephone <b>000</b> (triple zero). No one is permitted to record the call without consent. Everyone attending the consultation with you will be introduced.”</i>	Specify any changes
Operating Hours: Include Mondays to Sundays including breaks or can simply specify 24 hours, 7 days per week	9 am – 5 pm Monday to Friday
Callers access to the clinic from a Start Video Call button on a web page?	Yes
Callers must provide first name and last name to access the service, any other requirements? (e.g. mobile number, Medicare number, etc...)	First Name, Last Name and Mobile Number
Waiting in queue message: <i>“Thank you for your call, someone will be with you shortly”</i>	Specify any changes needed in the text
Callers see the ‘waiting in queue’ message after: (e.g. 10 seconds)	10 seconds

Providers who supply mobile phone number/e-mail address, received text alert/email notification of new caller in waiting area queue	Need to be configured by individual service provider
Service Provider Camera and Microphone settings	Enabled by default
Post Consult Survey link: Survey weblink (e.g. Qualtrics, Survey Monkey)	None

The HealthDirect Exemplar Program provides Video Call licences free of charge to be used by non-GP type primary care services including RACF's. This means your facility can manage its own Video Call virtual clinic, allowing you to manage your bookings and send invitation links to GP's, specialists, allied health and even invite family members to join you on a call.



## References

ISBAR Tool – Acute Care Decision Guidelines

[https://static1.squarespace.com/static/5b04e035f93fd49e35a6ba32/t/632a96020eb3495d2638aaff/1663735316492/Acute+Care+Decisions+Guidelines\\_V2.2+Final.pdf](https://static1.squarespace.com/static/5b04e035f93fd49e35a6ba32/t/632a96020eb3495d2638aaff/1663735316492/Acute+Care+Decisions+Guidelines_V2.2+Final.pdf)

Checklist for Telehealth Services - Australian Government Department of Health and Ageing

[http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/F47F4FC1848FAEC2CA25855D008395C9/\\$File/Factsheet-privacy-checklist-for-telehealth-services-20200804.pdf](http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/F47F4FC1848FAEC2CA25855D008395C9/$File/Factsheet-privacy-checklist-for-telehealth-services-20200804.pdf)

Australian Government Response to the Final Report of the Royal Commission into Aged Care Quality and Safety – Australian Government Department of the Health and Ageing

Framework and Guidelines for Telehealth Services – Australian College of Rural and Remote Medicine [https://www.acrrm.org.au/docs/default-source/all-files/telehealth-framework-and-guidelines.pdf?sfvrsn=ec0eda85\\_4](https://www.acrrm.org.au/docs/default-source/all-files/telehealth-framework-and-guidelines.pdf?sfvrsn=ec0eda85_4)

Resources for use in General Practice – Royal Australian College of General Medicine

<https://www.racgp.org.au/clinical-resources/covid-19-resources/telehealth/guide-to-provide-phone-and-video-consultation> , <https://www.racgp.org.au/getmedia/764ab82e-7dea-434e-94ca-cab808f7b5eb/Telehealth-video-consultations-guide.pdf.aspx>

Indications for a video consultation – Health Direct <https://help.vcc.healthdirect.org.au/aged-care-portal>

Hand Wash Community – Health NSW <https://www.health.nsw.gov.au/pandemic/Pages/hand-wash-community.asp>

Western NSW Primary Health Network's Telehealth for Residential Aged Care Facilities (TRAC) Program.

[https://www.wnswphn.org.au/uploads/documents/Publications/TRAC%20Program%20Toolkit\\_Current%20-%20Version%208%20-%20Copyright.pdf](https://www.wnswphn.org.au/uploads/documents/Publications/TRAC%20Program%20Toolkit_Current%20-%20Version%208%20-%20Copyright.pdf)