AlfredHealth

Telehealth in the Alfred Health General Medicine Outpatient Service

This information sheet outlines protocols for telehealth between General Medicine (Alfred Health) and local health services, including General Practitioners.

General Medicine telehealth service

The Alfred Health General Medicine Sandringham Hospital outpatient clinic offers telehealth appointments for new and review patients.

Telehealth appointments are only available to Alfred Health patients with a current referral.

For an overview of the Alfred Health telehealth service, please refer to: www.alfredhealth.org.au/telehealth.

New appointments and referrals

GPs may request telehealth for new appointments. A request, included in the referral to Alfred Health, will be assessed according to a range of criteria including:

- Clinical appropriateness for telehealth
- Personal circumstances that may limit access to Alfred Health sites in person.

The referring GP should provide sufficient detail to support this assessment.

Depending on their condition and circumstances, a patient may be offered either a telehealth or a face-to-face appointment, for their first consultation. Face-to-face appointments will occur at Sandringham Hospital.

For information about how to refer please go to: www.alfredhealth.org.au/health-professionals/for-gps

Incorrect referral

If the referral is for a condition not managed in General Medicine, the referral may either:

- be considered by another service; or
- will not be accepted if outside referral guidelines and criteria.

Review appointments

A patient may request a telehealth appointment during a face-to-face consultation at Sandringham Hospital. The Alfred Health Specialist will decide whether telehealth is a suitable option for their care.

Depending on their condition and circumstances, a patient may be offered telehealth for all or certain review appointments.

Supported appointments

If a telehealth appointment is offered, a patient may request additional support from their local GP. There are three levels of support, depending on the patient's needs:

1) *Access to infrastructure and equipment:* This involves setting up a private space at a General Practice for the patient to have their telehealth appointment with Alfred Health.
2) *Nursing support:* If tests or examinations are required, nursing staff can support and participate in the patient's telehealth appointment.
3) *Clinical support*: if the patient has a complicated condition or the GP would like to collaborate with Alfred Health in the patient's care, the patient can attend their Alfred Health telehealth appointment with the GP.

It is expected that patients would arrange this support with their local health service. For more information about managing supported-telehealth appointments, please refer to:
https://www.alfredhealth.org.au/services/telehealth/telehealth-for-gps

Set up requirements

General Medicine uses the Health Direct platform for telehealth appointments. Please refer to the Alfred Health telehealth website for information about how to set up and use the video call platform:
www.alfredhealth.org.au/telehealth

Alfred Health Telehealth contact

Queries can be addressed to: telehealth@alfred.org.au.