

21 May 2018

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# Getting started



the**Alfred**

What is telehealth?

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### **Alfred Health outpatients telehealth**

- Coordinated telehealth/videoconferencing service
- Offered in certain Alfred Health 'trial' outpatient clinics in 2017 and further roll out planned in 2018
- Web-based video call technology

### **Types of interactions**

- Clinician to patient in their home (default)
- Clinician to patient – supported (GP or other health service)
- Delivery of education and professional development
- Patient education and support
- Meetings and case conferences (4-5 connections max)

## Principles

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- **Same best practice clinical standards** and models of care that apply to face-to-face consultations
- **Used in a way that facilitates access** to Alfred Health specialist consulting clinics
- **Should complement existing face-to-face** consultations and interactions
- **Maintains a coordinated approach** across outpatient clinics to ensure consistent standards for consumers, clinicians, and partners

## Getting a videocall log in

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### Unit set up

- The Outpatients Program manages Unit-level access to the video call platform
- The telehealth team will invite Unit leads onto the platform and help design and set up the service.






### Create an account

- This account is independent of other Alfred Health logons
- Password is 100% private
- Generic accounts are not permitted on the Health Direct platform.

### Invite more users

- Each unit will identify a nominated staff member with permissions to invite their colleagues onto the platform and authorise them to undertake telehealth consults
- Once set up, Units manage further invitations to join telehealth locally

## Set up requirements - Alfred

<p>Desktop/laptop computer Android tablet/smartphone</p>  <p> Make sure that you use the Google Chrome web browser.</p> <p> (Computer users) Make a test call to check web-camera, microphone and speakers some time before your appointment.</p>	<p>Apple iPhone or iPad</p>  <p> Make sure that you get the free Healthdirect Video Call app from the Apple App Store.</p>
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- A number of telehealth clinic rooms have been enabled in Alfred Health Specialist Clinics, across the Alfred, Caulfield Hospital, and Sandringham Hospital. This includes an updated PC and second screen with built in webcam, speakers, and microphone.
- If using wifi or a mobile device, test your connection before the consult (using the *Test Call* button on the Alfred Health telehealth page or [speedtest.net](http://speedtest.net)) – note: there are wifi black spots across Alfred Health

## How does video call work?

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### All callers go to the same Alfred Health telehealth website: [alfredhealth.org.au/telehealth](https://alfredhealth.org.au/telehealth)

- The patient must call in first – this takes them to an online waiting area
- Once in the waiting area, the Alfred clinician can pick up their call

The screenshot shows the Alfred Health website's telehealth page. At the top, there is a navigation bar with links for 'Contact', 'About', 'Find a doctor', 'Careers', and 'For staff'. Below this is the Alfred Health logo and a search bar. A secondary navigation bar includes 'Our hospitals', 'Patients, families & friends', 'Services & clinics' (which is highlighted), 'Research', 'Health professionals', 'News', and 'Events'. The main content area features a breadcrumb trail 'Home > Services & clinics' and a heading 'Telehealth'. The text explains that telehealth appointments are now offered in certain outpatient clinics, allowing patients to attend via web-based technology. A paragraph states that telehealth consultations are as convenient as phone calls but add face-to-face communication. A list of benefits includes not having to travel, using various devices, saving travel time and expense, and receiving additional support from local health professionals. On the right side, there is a 'Alfred Health staff login' box with a message for staff to log in to start a consultation and a 'Log in to telehealth >' link. At the bottom, there are two large buttons: 'Start video call' and 'Test call', both featuring a video call icon.

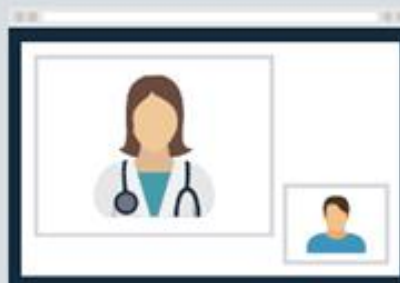
## How it works...

**Patient** opens health service website in browser, clicks **Start video call** button



**Patient** does not require a login account, room ID, or password

**Patient** is directed to their own, private video consulting room...



**Clinician** views waiting room queue in web browser



**Clinician** joins patient's video room and the consultation begins