Supporting telehealth with Alfred Health

AlfredHealth

Telehealth appointments

Telehealth appointments are now being offered in many Alfred Health specialist clinics and programs.

This means patients could attend their appointment using internet video call. This can be from their own home or supported by a GP practice, local health service, or residential aged care facility.

Supporting telehealth

As part of the patient's local care team, you could support the appointment. The type of support required depends on the patient's needs, and will vary across specialties. This could include:

- Clinical and/or nursing support, for complicated conditions, where physical examination is required, provision of test results, or where coordinating care
- Medicare item numbers for clinical support are available, if eligible
- Use of videoconferencing equipment (e.g. a private 'telehealth room').

Coordination

Your practice may receive a request for support from either the patient directly or via our staff. Alfred Health appointments can be rescheduled to facilitate coordination of appointments.

Clinics prioritise supported telehealth appointments where possible to assist timeliness. However, delays can occur due to unforeseen circumstances.

What do I need?

Telehealth is private, secure, and easy to use. **You can use most laptops, desktop computers, tablets, or smartphones**. To get started, you will need:

- A reliable internet connection
- A private space
- Web-camera, speakers and microphone (plug in or built in)
- Up to date Google Chrome or Safari web browser

Specific technical requirements can change so please see our website more details.

Referring a patient

If you would like your patient to be considered for telehealth, please state this clearly in your referral.

Information about referring can be found on the 'For GPs' part of the Alfred Health website: alfredhealth.org.au.

Which specialties?

An up-to-date list of specialties offering telehealth is available on our website. Many other clinics will also consider telehealth on a case-by-case basis.

For more information, please contact telehealth@alfred.org.au or visit our website: www.alfredhealth.org.au/telehealth

Telehealth step by step

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Checking your equipment works

Test call	Before the appointment, we recommend **pressing the 'Test Call' button on the Alfred Telehealth website** to check whether your equipment (such as web-camera and speakers) and internet connection are working well.
	If you experience any issues, **troubleshooting resources** are available on our website.

Starting a video call on the day of the telehealth consultation

1. Please open an up-to-date version of either:
   - Google Chrome, if you are using a desktop/laptop (Windows or MacOS) or an Android tablet/smartphone
   - Safari web browser, if you are using an Apple desktop or laptop (Mac OS), or iPad/iPhone
2. Go to **www.alfredtelehealth.org.au/telehealth**

Start video call

3. **Press the Start Video Call button**
4. Choose the patient's clinic and then follow the prompts
5. Enter the patient's name and start the call
6. Your clinician will pick up the call when they are available

Note: Internet data is not being used while you wait.

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