QUICK GUIDE TO GETTING STARTED WITH TELEHEALTH IN PRIMARY CARE

This quick guide provides rural and remote doctors with the basics to establish real-time telehealth consultations. They apply to general practice, Aboriginal medical services, primary care providers and specialist medical practitioners.

KEY CONSIDERATIONS FOR REMOTE CONSULTATIONS
TECHNOLOGY

- The technology that you use ensures the privacy and confidentiality of patient information and no information is retained by the technology provider. Your practice should always conduct remote consultations using a specific practice account to avoid patient identity being exposed to any other organisation, members or subscribers to a commercial service. See ACRRM advice on technology choice.

- Appropriate technology is often recommended by, and/or available from your Primary Health Network (PHN) or health organisation.

EASY TO USE RESOURCES

- Ensure you have easy-to-use instructions for patients who will be accessing remote consultations, including how to join and how to prepare.

- Have step-by-step instructions, and a checklist of requirements, for providers who are providing the remote consultations.

- Examples and templates are available on the ACRRM eHealth website and video channel.

MANAGING APPOINTMENTS, RECORDING KEEPING AND BILLING

- As far as possible use your existing systems, with minor changes to identify remote consultations. Keep an accurate contemporaneous record of your consultation in your medical software.

RISK AND CHANGE MANAGEMENT

- Make sure you assess the likelihood and magnitude of foreseeable clinical, management or technical problems and that you have options in place. Such as changing the appointment to the phone, rescheduling, or using an interim paper process.

To find out more, visit us online at acrrm.org.au or call 1800 223 226

Australasian TELE HEALTH Society

Australian College of Rural & Remote Medicine
WORLD LEADERS IN RURAL PRACTICE

- Ensure that you have a plan in place for assisting a seriously ill patient.

- Check that health professionals providing remote consultations are covered by insurance and professional indemnity.

- Consult with and provide appropriate training for your staff.

- Contact experienced telehealth providers or a telehealth mentor identified in the provider directory.

ADDITIONAL RESOURCES

The following resources provide additional information to help you set-up telehealth services in your practice:

Organising Telehealth Services in Your Practice

ACRRM eHealth website

Australasian Telehealth Society Resources

ACRRM National Telehealth Provider Directory – look for providers or register your service

ACRRM Online Education Module – Introduction to telehealth

ACRRM Telehealth standards framework and Telehealth Guidelines for Primary Care

ACRRM Webinar recording – incorporating telehealth into rural general practice