

ENABLING TELEHEALTH

Checklist

The below checklist includes some ideas for things to think about as part of becoming Telehealth enabled.

Topic	Questions to consider
Connectivity	<input type="checkbox"/> Is the internet connection adequate to undertake videoconferencing safely and effectively? If unsure, check www.speedtest.net
	<input type="checkbox"/> If internet connection is not adequate, contact your Internet Provider and/or consider phone consultations instead (if appropriate).
Software	<input type="checkbox"/> Is current hardware (equipment) capable of performing the tasks required for videoconferencing with the software chosen?
	<input type="checkbox"/> Will ongoing support be required?
	<input type="checkbox"/> What level of security does this software offer and how will any risks be addressed?
	<input type="checkbox"/> What software is currently being used by others with whom I will connect?
	<input type="checkbox"/> What is included in the cost/package?
	<input type="checkbox"/> Is the software compatible with current infra-structure?
Computer	Should be ideally no more than 18 months old and meets the software developer's minimum required specifications.
	<input type="checkbox"/> Will the computer and other equipment need to be mobile?
	<input type="checkbox"/> What other equipment needs to be connected to the computer?
	<input type="checkbox"/> Will the computer be used for tasks other than videoconferencing?
	<input type="checkbox"/> Is a printer required for prescriptions, pathology requests and other
Screen/ display	Standard desktop and laptop screens are usually of adequate quality. For the best quality, HD (1080p) screens are recommended.
	<input type="checkbox"/> Do I need dual screens to allow the patient record to be visible while I speak to the patient?
	<input type="checkbox"/> Will there be only one person in the room for telehealth consultations?
	<input type="checkbox"/> Will the equipment be used for anything other than Telehealth
	<input type="checkbox"/> Will the microphone need to move around the room?
Camera	Needs to be capable of capturing images in high definition (HD) will provide clearer, more defined images.
	<input type="checkbox"/> Will the camera need to be moved during the videoconference?
	<input type="checkbox"/> Will the camera need to be controlled from the other end?
Speakers	<input type="checkbox"/> Will a specific accessory camera be required for videoconferencing with certain specialists?
	Accessory speakers will enable better quality output than those built into computers.
	<input type="checkbox"/> Will anyone else in the room be required to hear the telehealth conversation?

	<input type="checkbox"/> Is it a busy or noisy environment in which headphones may be most appropriate?
	<input type="checkbox"/> Will the equipment be used for anything other than telehealth consultations?
Microphone	Need to be able to pick up sound clearly. There are often microphones built into the webcams but the sound can be low quality.
	<input type="checkbox"/> Will there be only one person in the room for telehealth consultations?
	<input type="checkbox"/> Will the equipment be used for anything other than Telehealth consultations?
	<input type="checkbox"/> Will the microphone need to move around the room?
Practice	<input type="checkbox"/> What changes to workflows and system changes for the practice are required?
	<input type="checkbox"/> How will we test the software and hardware?
	<input type="checkbox"/> Do staff require any additional training?
	<input type="checkbox"/> How will we tell patients and other stakeholders about the availability of telehealth and how to use it?
	<input type="checkbox"/> How will we ensure telehealth appointments are only booked if clinically appropriate and safe for the patient and practitioner?
	<input type="checkbox"/> What appointments, or types of appointments, will be offered by telehealth?
	<input type="checkbox"/> How will prescriptions, pathology requests or other documentation be provided to the patient, if required?
Patient Experience	<input type="checkbox"/> What information will we provide to patients in terms of what to expect during their telehealth consultation?
	<input type="checkbox"/> How will we ensure that patients are informed about the option to continue attending the practice for face to face appointments?
	<input type="checkbox"/> How do we obtain consent from the patient?
	<input type="checkbox"/> How do we ensure that privacy and confidentiality is maintained?
Room Set Up	<input type="checkbox"/> Where will the videoconference be conducted? Be mindful of what is in view of the camera.
	<input type="checkbox"/> Who else will be undertaking telehealth at the practice?
	<input type="checkbox"/> Who else will use the video-conferencing equipment?
	<input type="checkbox"/> Will the video-conferencing equipment be used for other purposes, such as meetings or education?
	<input type="checkbox"/> Does the set-up meet occupational health and safety requirements?