

# Streamlining telehealth appointments

## Booking appointments

Consider whether video or phone appointment best suits the patient and/or nature of the appointment.

For example, video provides a visual and patient connection, phone may be sufficient for certain appointments and when video is not possible.



Check patient's contact details are up to date, including best email, phone number and an alternative number.



Explain in detail what the patient can expect and what to do before their appointment.

For example, healthdirect Video Call appointments will send patients a link for them to access the practice virtual waiting room. Patients can be encouraged to test their audio and camera prior to the appointment starting.



Flag patient appointment in clinical software as video or phone. Consider also flagging patients who may need assistance to join via video to make it easier to identify.



If using video, SMS or email instructions to the patient on how to join the video call.

For example, healthdirect Video Call provides a patient instruction resource that can be sent to them prior to their appointment to make the appointment 'arrival' process super easy.

## Before the appointment

### Day before

Check appointment list for the next day. Send patient reminder via SMS or email, plus any additional instructions or information.

For example, resending the healthdirect Video Call instruction resource to the patient.



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For example, reception staff can log in to the healthdirect Video Call virtual waiting room to see when patient's name appears.



### On the day

Check equipment at the start of the day for upcoming video consultations. Test both audio and video.

For example, when you log in to the healthdirect Video Call platform it has the option to complete a 'test call'.

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## Clinician video consultation

Keep your video consultation platform open during the day so it is easy to join the consultation at the time of the appointment.



Reception will notify that the patient has 'arrived'.

For example, reception staff can log in to the healthdirect Video Call virtual waiting room to see when patient names appear to notify the clinician of 'arrivals'.



For healthdirect Video Call, when you are ready to start a consultation, open the virtual waiting room to find your next patient's name and choose 'join the call'.



Ensure you have an alternative number for the patient in case there are any issues with the video connection. Confirm the best number to reach them on when you first join the video call.