



Telehealth consultations

Policy

Video consultations are an alternative option to face-to-face consultations. While in many situations a face-to-face consultation will be the preferred option, there are scenarios where a video consultation that is clinically justifiable will enable more convenient and accessible health care delivery without compromising patient safety.

The RACGP developed [standards for general practices offering video consultations](#).

The practice complies with the Standards for practices offering video consultations, including:

- choosing to offer video consultations
- providing information to patient about video consultations and updating the practice information sheet
- collecting patient feedback
- training for relevant personnel in the key components of the video consultation system
- appropriate facilities for conducting telehealth consultations, including auditory privacy, adequate lighting, protocols to minimise interruptions
- conducting dual-care video consultations with a specialist in a distant location
- managing risk and agreeing on risk management protocols
- establishing a directory of participating specialists
- including additional information in referral letters
- secure management of still or video images recorded during the video consultation, including third party security credentials
- verifying the identity of patients and other parties
- managing patient rights, including respecting patient choice, culturally appropriate care, patient consent and educating patients about the video consultation process
- conducting clinical audits for risk management and quality improvement
- use of reliable and secure technical systems fit for clinical purpose
- the practice had designated leaders for telehealth consultations
- protocols around recording and retention of video consultation recordings.

Procedure

When making an appointment for a patient for a Telehealth consultation with a specialist, ensure the following:

- A booking is made for the room with the Telehealth software available
- A booking is made in the appointment book for each of the participating clinicians (e.g. GP, Nurse)

Resources

[RACGP: Telehealth](#)

[RACGP: Templates – telehealth](#)

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