



Telehealth Toolkit

Residential Aged Care Facilities

This toolkit has been developed by Country to Coast, Queensland as part of Telehealth Grants for Residential Aged Care Facilities program, funded by the Department of Health and Aged Care

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Introduction

County to Coast QLD (CCQ) has developed this resource toolkit to assist residential aged care facilities to commence conducting Telehealth Consultations for their residents. The promotion and sponsorship for these telehealth services is an initiative of the Department of Health and Aged Care.

Telehealth consultations allow residents of the Residential Aged Care Facility (the facility) with timely access to GPs and other health professionals rather than travelling to or waiting for an in-person visit or appointment.

The resources contained within the toolkit are purposefully broad, for facilities to adapt to their specific needs during the early implementation and longer-term maintenance of telehealth services. The majority of templates include reasonable detail for tailoring, where others are much less defined.

The toolkit is a practical resource for facility staff to refer to and use and may be beneficial for gaining a better understanding of telehealth services. The resources will be complemented by CCQ providing linkages to education provided by appropriate telehealth software vendors.

Each resource presented within the toolkit has a cover page with the name of the resource, a description, and its purpose. Lists of sources and links to further information are also provided. In the first resource these lists are given with each procedure, for others the lists are on the cover page. This additional information is recommended for facilities to access when adapting and developing their own resource.

Disclaimer: The content and templates provided in this toolkit are for guiding information purposes only. The intention of the resources is for facilities to make use of those that apply, when introducing and commencing telehealth services. Facilities are to consider, tailor, and develop their own unique range of materials based on their needs. The resources in the toolkit are not a substitute for professional care or legal advice.

Guide to creating Telehealth Policy & Procedures

Resource Number	1.0
Resource Name	Guide to creating Telehealth Policy and Procedures
Description	<p>This template is a foundational resource targeted at supporting the facility towards developing and implementing organisational processes, policies and procedures that guide the effective use of telehealth.</p> <p>Telehealth consultations are a service using an interactive audio and video telecommunications system that permits real-time communication between a clinician at another site and a resident at the facility.</p> <p>The example policy and procedures within this template are for Residential Aged Care Facilities to use the as a starting place, to discuss, explore and customize for their individual situations and set-ups.</p>
Purpose	<p>Incorporating telehealth into everyday work is a notable change from traditional practice. It impacts staff scheduling, Information Technology systems, workflows, and relationships with external clinicians, as well as necessitating additional staff training.</p> <p>This is a template for creating a telehealth policy and procedures resource for Residential Aged Care Facilities.</p> <p>The process of developing and defining procedures by the organisation should be undertaken whilst introducing and implementing and working towards telehealth consultations becoming normal practice.</p>
Resource Guides	A listed selection of numbered and cross-referenced guidelines and toolkit resources aimed at supporting the development of individual procedures, provide supplementary information as appropriate. Source documents and additional online resources are presented in alphabetical order.
Date Stamp	6 June 2023

Policy & Procedures

Policy – Telehealth Consultation		
Example Policy	<p>The policy at <i>[insert RACF Residential Aged Care Facility]</i> is to provide telehealth consultations as an option for health care service delivery to enhance access in ways that are convenient, safe, and equitable for our residents.</p> <p>Clinical personnel will offer residents in need of care by an external health care professional a telehealth consultation that meets the standards outlined in the following procedures.</p>	
Procedure Ref No.	Example Procedure	Procedure Description
TH01	Quality and Standards – Telehealth Equipment and Privacy	Manage consultation in accordance with best practice clinical standards and models of care.
TH02	Resident Selection and Clinical Appropriateness – Telehealth Consult	Facilitate screening of resident against an agreed set of governance criteria to confirm safety and appropriateness for telehealth.
TH03	Informed Consent – Telehealth Consult	Ensure the resident (and family) understand what telehealth is, are given the opportunity to ask questions, and agree to proceed.
TH04	Scheduling a Telehealth Consultation	Consultation is scheduled in collaboration with the external provider and is communicated to others as required.
TH05	IT Support – Connection, Equipment & Troubleshooting	Facilitates regular maintenance of equipment and system updates, and a troubleshooting guide for staff.
TH06	Telehealth Physical Surroundings and Room Set-Up	To replicate as closely as possible to an in-person consultation, relating to safe health care, privacy, and efficiency.
TH07	Telehealth Communications & Privacy	Ensure that required resident information shared between providers enables safe appropriate clinical assessment and care, in accordance with relevant privacy standards.
TH08	Conducting a Telehealth Consultation	Facilitate a telehealth session, which is timely, convenient, and safe whilst maintaining the same practice standards for a consultation delivered in person.

Telehealth Example Procedure – Quality and Standards

Procedure Ref. Number	TH01	
Example Procedure Name	Quality and Standards – Telehealth Equipment and Privacy	
Reason for this procedure	To describe the standards for implementing telehealth models of care whilst ensuring effective and safe delivery of health care to residents.	
Example Procedure		Refer To
	1. The audio and video telecommunications systems used by this facility meet Australian regulations and standards.	
	2. Equipment, software, and communications networks are installed according to approved guidelines.	
	3. The software used by the facility is designed specifically and has functionality for telehealth video consultations.	
	4. The facility has consulted appropriately with other participating health care organisations to ensure they meet Australian standards.	
	5. The software is confirmed as compatible with the systems used by participating healthcare professionals in the area.	
	6. The systems and processes in use by the facility satisfy Australian privacy and security legislation and comply with standards as they continue to evolve.	Procedure Guideline TH01A
Procedure Guideline TH01A	<p>The following resources may support the development of best practice standards, specific to the facility:</p> <ol style="list-style-type: none"> i. Australian Commission on Safety and Quality in Healthcare, the National Safety and Quality Health Service Standards (NSQHS) ii. Australian Medical Association 10 Minimum Standards for Telemedicine iii. Australian Telehealth Society Guidelines for developing telehealth services iv. Digital Health, Information for healthcare providers v. End of Life Directions for Aged Care (ELDAC) Becoming digitally ready a manual for aged care services vi. Health Consumers Queensland, Queensland Digital Health Consumer Charter vii. Health Direct, Introducing video telehealth to your aged care service viii. International Organisation for Standardization, 2021, ISO 13131:2021 Health Informatics — Telehealth Services — Quality Planning Guidelines ix. The Medical Board of Australia Guidelines for technology-based consultations x. The Royal Australasian College of Physicians Telehealth Guidelines and Practical Tips xi. Queensland Health, Office of the Chief Allied Health Officer, Telehealth Resources for Allied Health 	
Effective Date	<i>[insert start date]</i>	
Replaces Procedure Dated	New Procedure	
Approved by		
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Telehealth Example Procedure – Selection & Appropriateness	
Procedure Ref. Number	TH02
Example Procedure Name	Resident Selection and Clinical Appropriateness – Telehealth Consult
Reason for this procedure	Clinical appropriateness assists health care providers to make the most appropriate care and treatment decision for a person with a specific clinical condition (Allied Health Professions Australia (AHPA), 2020). The AHPA guide suggests clinical, quality, safety, and practical factors are considered when assessing suitability for telehealth.
Example Procedure	Refer To
1. Clinical judgement by clinical staff at the facility in collaboration with the health professional, with clinical governance responsibility where relevant, will determine the resident's appropriateness for a telehealth consultation.	Procedure Guideline TH02E
2. The Criteria for telehealth and clinical prioritisation , current version will be used by clinical staff at the facility when determining selection and appropriateness for telehealth consultation. <i>The 'criteria for telehealth and clinical prioritisation' document is supplementary to this procedure. It should be developed by the facility, requiring regular review.</i>	Annexure TH02A Procedure Guideline TH02
3. A range of clinical and non-clinical factors will be considered by staff, including adapting to the unique needs of the resident, when determining suitability of a resident for telehealth. <i>This 'range of clinical and non-clinical factors' is an additional supplementary document (or sub-division) to this procedure, to be developed by the facility.</i>	Annexure TH02A Procedure Guideline TH02
4. In a crisis situation or if the resident needs emergency services, the same emergency procedure should be followed as was in place prior to the launch of telehealth services.	
5. If a resident has a standard outpatient appointment with a known Specialist, and that service offers telehealth consultations, residents may utilise the telehealth service	
Annexure TH02A	<i>[Insert copy of Criteria for telehealth and clinical prioritisation to be developed by the facility here]. See Procedure Guideline TH02C.</i>
Annexure TH02B	<i>[Insert copy of Range of Clinical and Non-Clinical Factors for Consideration to be developed by the facility here]. See Procedure Guideline TH02D.</i>
Procedure Guideline TH02C	Depending on the resident's situation, some example health conditions that the facility may decide as criteria and prioritisation for telehealth consultation, may include: <ul style="list-style-type: none"> • Residents needing urgent pain relief, wounds review or falls management. • Residents with immunocompromised conditions or weakened immune system. • Residents with a debilitating illness where travel is not advised, such as frailty. • Residents receiving palliative or end of life care. • Residents requiring monitoring or care planning for their mental health or chronic disease.
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Procedure Ref Number TH02 Continued	
Procedure Guideline TH02D	<p>Depending on the resident's situation some examples of clinical and non-clinical factors the facility may decide as suitable for telehealth consultation, may include:</p> <ul style="list-style-type: none"> • The level of physical assessment required. • If the resident's clinical needs can be met through a telehealth consultation. • The resident's willingness and ability to participate, including any physical, mental, cultural, social, and cognitive barriers. • Availability of personnel and other support to conduct the consult. • Availability and access to technology, including internet connection, devices, software. • An appropriate physical environment is available.
Procedure Guideline TH02E	<p>The following resources may support the development of a resident selection and clinical appropriateness procedure, specific to the facility:</p> <ol style="list-style-type: none"> i. Allied Health Professions Australia (AHPA), Telehealth Guide for Allied Health Professionals ii. Indications for a video consultation, written by Dr Andrew Baird, access from Health Direct Video Call Resource Centre iii. Queensland Health have developed a range of clinical practice Telehealth Guides including cancer, dementia, pain management, diabetes, respiratory, stroke, dysphagia, and others. iv. RACGP Guide to providing telephone and video consultations, when to use telephone or video consultation, page 2.
Effective Date	<i>[insert start date]</i>
Replaces Procedure Dated	New Procedure
Approved by	
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Telehealth Example Procedure – Consent

Procedure Ref. Number	TH03	
Example Procedure Name	Informed Consent – Telehealth Consult	
Reason for this procedure	<ol style="list-style-type: none"> 1. To describe the actions required to ensure a resident having a telehealth consultation is fully informed, including understanding both the benefits and the risks of the service. 2. To document a resident's agreement to the delivery of a telehealth consultation. To obtain a resident' signature, or if applicable the signature of a resident's representative, to verify consent. 	
Example Procedure	Refer To	
1. Voluntary consent to treatment by the resident or their representative, must be given. This is to be demonstrated by that person's signature on a Telehealth Consent Form prior to the delivery of the telehealth service	Procedure Guideline TH03C	
2. A fully informed resident or their representative, in relation to the use of telehealth services in the management of their care, includes: <ol style="list-style-type: none"> a) Verbal explanation of the consequences, benefits, and risks. b) Consumer-friendly, easy to understand written description of telehealth and what it entails. c) Opportunity to read prepared written material and the Consent Form. d) Offered choices about the healthcare they receive via phone or video consultation. e) The right to decline the use of telehealth services. f) Advised that they can change their mind and stop using phone or video consultations at any time, including in the middle of a consult; and that it will not affect their right to ask for and receive healthcare. g) Given an opportunity to discuss and ask questions about the telehealth consultation with clinical staff. 	Annexures <ul style="list-style-type: none"> • TH03A • TH03B 	
3. Additional consent is to be obtained and documented if there is a likelihood that part of the phone or video consultation is to be recorded or that images will be taken.		
4. The Telehealth Consent Form is to be signed correctly and recorded as per the facility's process for documenting consent.		
Annexure TH03A	<i>[Insert copy of Telehealth Consent Form here]</i>	
Annexure TH03B	<i>[Insert copy of Telehealth Information Brochure here]</i>	
Procedure Guideline TH03C	The following resources may support the development of a consenting procedure specific to your facility: <ol style="list-style-type: none"> i. Australian Commission on Safety and Quality in Health Care, Australian Charter of Health Care Rights ii. Queensland Health, What is Informed Consent iii. The Office of Advance Care Planning Queensland - Consent 	
Effective Date	<i>[insert start date]</i>	
Replaces Procedure Dated	New Procedure	
Approved by		
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Telehealth Example Procedure – Scheduling	
Procedure Ref. Number	TH04
Example Procedure Name	Scheduling a Telehealth Consultation
Reason for this procedure	Define the requirements for scheduling a telehealth appointment by facility staff, and for the external provider concerned.
Example Procedure	Refer To
1. Liaise with external provider(s) to find a suitable date and time for the telehealth consultation, based on the availability of clinicians.	
2. The assigned timing for the telehealth consultation is consistent with the reason for the health care review.	
3. Contact all participants to confirm details once the appointment has been scheduled with more than one provider.	
4. Resident is advised , and the resident’s family or representative where appropriate, about the scheduled telehealth appointment.	
5. Remind the resident and their family or representative where appropriate on the day prior to the scheduled telehealth consultation.	
6. Telehealth Brochure and verbal information is provided to the resident and their family or representative. <i>The procedure for obtaining consent prior to the scheduled appointment is facilitated by facility staff.</i>	Annexure TH04A Procedure Ref No. TH03
7. Confirmation of the time with external provider is attended on the day of the telehealth consultation, at approximately one hour prior. Adjust if necessary.	
8. Recognised guidelines are used by the facility to develop site specific scheduling checklists for staff reference to minimise errors and increase efficiencies.	Procedure Guideline TH04C Annexure TH04B
Annexure TH04A	<i>[Insert copy of Telehealth Information Brochure here]</i>
Annexure TH04B	<i>[Insert copy of Coordinating a Telehealth Consultation Checklist here]</i>
Procedure Guideline TH04C	The following resources may support the development of a scheduling procedure specific to your facility: <ul style="list-style-type: none"> i. Allied Health Professions Australia (AHPA), Telehealth Guide for Allied Health Professionals ii. Australian College of Rural and Remote Medicine (ACRRM), Framework and Guidelines for Telehealth Services iii. Health Direct, Video Call Resource Centre and Aged Care Portal iv. Royal Australian College of Physicians, Telehealth Guidelines and Practical Tips
Effective Date	<i>[insert start date]</i>
Replaces Procedure Dated	New Procedure
Approved by	
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Telehealth Example Procedure – Technology

Procedure Ref. Number	TH05
Example Procedure Name	IT Support – Connection, Equipment & Troubleshooting
Reason for this procedure	To ensure telehealth technology is fully functional and secure and ensure that technical difficulties are handled in a timely manner.
Example Procedure	Refer To
1. The purchase and maintenance of telehealth equipment by the facility is in line with recognised guidelines and systems.	Procedure Guideline TH05E
2. Telehealth equipment is stored in a dedicated location <i>[insert location here]</i> .	
3. Staff person(s) responsible for maintaining telehealth equipment including performing updates corresponding to the service register is assigned by the facility. <i>[insert position title here]</i>	Annexure TH05A
4. The contact details of the person responsible for maintaining telehealth equipment are to be kept at the dedicated equipment location.	
5. Technical support services are available during the times the equipment will be operating.	
6. The network level technical assistance , name and contact information is available to facility staff. <i>The name and contact information for network level technical assistance is to be kept at the specified dedicated location.</i>	Annexure TH05B
7. Troubleshooting guide is developed by the facility, and staff facilitating telehealth services are familiar with identifying problems and finding solutions.	Annexure TH05C
8. Being prepared for technology problems during a consultation involves facility staff having the contact phone number of the external clinical provider available.	
9. If technology problems emerge mid-session, facility staff should telephone the external clinical provider to either continue the session by phone or reschedule the consultation, as determined by the clinical situation.	
10. A Register of Telehealth Consultations is to be maintained. <i>The register is to be kept at the dedicated telehealth location.</i>	Annexure TH05D
Annexure TH05A	<i>[Insert copy of Telehealth Platforms and Software User Guide here]</i>
Annexure TH05B	<i>[Insert copy of Telehealth Technology Support Template here]</i>
Annexure TH05C	<i>[Insert copy of Troubleshooting Guide here]</i>
Annexure TH05D	<i>[Insert copy of Register of Telehealth Consultations here]</i>
Procedure Guidelines TH05E	The following resources may support the development of an IT support procedure specific to your facility: <ul style="list-style-type: none"> i. Allied Health Professions Australia (AHPA), Telehealth Guide for Allied Health Professionals, page 10. ii. Australian College of Rural and Remote Medicine (ACRRM), Framework and Guidelines for Telehealth Services, page 8. iii. Health Direct Video Call Resource Centre, Technical requirements for video call and RACF Technology and Troubleshooting
Effective Date	<i>[insert start date]</i>
Replaces Procedure Dated	New Procedure
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Telehealth Example Procedure – Physical Set-Up

Procedure Ref. Number	TH06	
Example Procedure Name	Telehealth Physical Surroundings and Room Set-Up	
Reason for this procedure	To ensure services provided via telehealth are safe, confidential, and efficient and will meet or exceed the quality of care provided in an in-person setting.	
Example Procedure		Refer To
1. Model of telehealth care options for residents is determined by the facility using recognised guidelines. These may involve a designated telehealth consult room or residents own room, in consideration of privacy and appropriateness.		Procedure Guideline TH06E
2. Telehealth Consultation Checklist is developed by the facility for staff reference. All aspects of the checklist relating to before, during, and after the consultation are followed to minimise errors and increase efficiencies.		Annexure TH06A
3. Allocated telehealth room for the consult will be checked to ensure it is safe, private, and available by facility staff prior to the commencement of the telehealth consultation.		
4. Additional seating may be needed if the resident's family or representatives are accompanying them during the consult.		
5. Preparation of resident will be assisted by facility staff to support their comfort and clinical needs, including escort to the designated room as needed.		
6. For resident's first experience with telehealth, facility staff explains how the system works, emphasising confidentiality and compliance with relevant standards. Include advice about audio or video recording as it applies.		
7. Time to ask questions is made available for residents and family.		
8. Telehealth equipment is checked by staff to ensure it is working properly, including an acceptable volume for both the external provider and resident.		Annexure TH06B
9. Telehealth equipment will be setup to achieve a positive resident-provider relationship.		
10. Introductions will be facilitated by facility staff before the consult begins.		
11. Permission by the resident to have any other person in the room during the consultation (at both ends) is to be facilitated by facility staff. If the resident declines, the person must leave.		
12. Protection of the resident's privacy is to be maintained at all times. Once all parties are in the consult room, an occupied sign is placed on the room door so others will know not to enter the room. Inadvertent interruptions are to be avoided.		Annexure TH06D
13. Telehealth consultation is to replicate as closely as possible the way the provider examines residents in a traditional, in-person situation. Position the monitor so the provider can view and effectively observe the resident throughout the consult.		
14. Feedback questionnaires developed by the facility should be distributed to residents, their representatives, and others, to monitor quality and satisfaction with the telehealth program.		Annexure TH06C
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Procedure Ref Number TH06 Continued	
Annexure TH06A	<i>[Insert copy of Coordinating a Telehealth Consultation Checklist here]</i>
Annexure TH06B	<i>[Insert copy of Troubleshooting Guide here]</i>
Annexure TH06C	<i>[Insert copy of Consumer Feedback Question Guide here]</i>
Annexure TH06D	<i>[Insert copy of "Do Not Disturb" sign here]</i>
Procedure Guideline TH06E	<p>The following resources may support the development of a physical set-up procedure specific to your facility:</p> <ul style="list-style-type: none"> i. Australian College of Rural and Remote Medicine (ACRRM), Framework and Guidelines for Telehealth Services ii. Health Direct, Video Call Resource Centre and Aged Care Clinic Administration
Effective Date	<i>[insert start date]</i>
Replaces Procedure Dated	New Procedure
Approved by	
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Telehealth Example Procedure – Communications & Privacy	
Procedure Ref. Number	TH07
Example Procedure Name	Telehealth Communications & Privacy
Reason for this procedure	To promote the telehealth service and ensure relevant resident information is shared in a timely manner between facility staff and external clinical provider, to enhance resident safety and care.
Example Procedure	Refer To
1. Promote telehealth within the facility, using existing mechanisms, such as newsletters, clinical discussions with residents and family, and promotional collateral.	Annexure TH07A
2. Maintain relevant privacy principles to ensure collection, use and disclosure of resident information including fulfilling duty of confidentiality. Ensure consistency with the policy of the facility.	
3. Comply with relevant privacy obligations when delivering telehealth services in line with the policy of the facility.	Procedure Guideline TH07DTH07B
4. Access to the external clinical provider by direct telephone line is available for facility staff, for questions about treatment and care or any other issues about the resident. The external clinician's direct/personal number is not given to residents.	
5. Sufficient resident related information is shared between facility staff and the external clinician using the appropriate secure process, prior to and following the consultation. This is to ensure quality and continuity of care whilst balancing the need for the resident's privacy and confidentiality. <ul style="list-style-type: none"> • <i>Insert the name of the facility's secure process here.</i> • <i>A supplementary 'Sharing of Information Guide' outlining the types of information to be communicated, is to be developed by the facility.</i> 	Annexure TH07B Procedure Guideline TH07C
6. Document notes relating the telehealth consultation in the resident's clinical file and attend clinical handover according to standard facility procedure.	
Annexure TH07A	<i>[Insert copy of telehealth promotion flyer here]</i>
Annexure TH07B	<i>[Insert copy of Sharing of Information Guide to be developed by the facility here]. See Procedure Guideline TH07C.</i>
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Procedure Ref Number TH07 Continued	
Procedure Guidelines TH07C	<p>A Sharing of Information Guide is aimed at balancing the benefits of exchanging resident information with the need for protection of privacy and confidentiality.</p> <p>Example types of information that might be shared securely with the provider prior to a consultation may comprise:</p> <ol style="list-style-type: none"> a) Confirmation of the appointment date and time b) Reason for the telehealth consultation and resident's clinical information as applicable to the appointment, using ISBAR c) Details of who will be participating in the telehealth consultation i.e., resident family <p>Example types of information the provider might share securely with the facility following a consultation may comprise:</p> <ol style="list-style-type: none"> a) Completed consultation summary note including diagnosis and treatments b) Changes to medications prescribed c) Actions that need to be coordinated by facility staff such as pathology, next appointment, or hospital transfer.
Procedure Guidelines TH07D	<p>The following resources may support the development of telehealth communications and privacy procedure, specific to your facility:</p> <ol style="list-style-type: none"> i. The Australian Department of Health has created a Privacy Checklist for Telehealth Services to assist organisations with privacy compliance obligations when delivering telehealth services. ii. The Australian Digital Health Agency have produced: <ol style="list-style-type: none"> a) RACF Factsheet - better access to healthcare information for facilities and residents b) Secure Messaging for health care providers iii. RACGP (Royal Australian College of General Practitioners), Aged care clinical guide (Silver Book part B), Medical records at residential aged care facilities
Effective Date	<i>[insert start date]</i>
Replaces Procedure Dated	New Procedure
Approved by	
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Telehealth Example Procedure – Conducting a Consultation	
Procedure Ref. Number	TH08
Example Procedure Name	Conducting a Telehealth Consultation
Reason for this procedure	Ensure residents having a consultation with a health professional using video or telephone are offered an experience that closely replicates an in-person healthcare visit.
Example Procedure	Refer To
1. Maintain the same practice standards in conducting the telehealth consultation that is required for a visit with a health care professional delivered in person	Procedure Ref No: TH01 Procedure Guideline TH08G
2. Prepare for the telehealth consultation and make necessary arrangements using the facility specific Procedures and Resources available, including: a) Confirming resident suitability and arranging the appointment b) Coordinating telehealth technology requirements c) Assessing the resident’s needs for emotional and physical support from family and friends, and other complementary support services d) Ensuring the resident and their family are fully informed and have indicated consent e) Administering communication and documentation processes f) Preparing the resident g) Setting up the telehealth space.	Procedure Ref No: • TH02 • TH03 • TH04 • TH05 • TH06 • TH07 Annexures: • TH08A • TH08B • TH08C
3. Manage and clinically support the telehealth consultation to ensure timeliness, convenience, safety, and quality using the facility specific Procedures and Resources available, including: a) Using facility specific checklist to guide the telehealth consult b) Familiarity with telehealth platforms and software user guides, IT support and troubleshooting guide c) Confirming resident consenting processes	Procedure Ref No: • TH03 • TH05 Annexures: • TH08A • TH08D
4. Facilitate follow-up processes using the facility specific Procedures and Resources available, including: a) Recording clinical notes and handover b) Updating and attending resident’s care plan c) Maintaining equipment in preparation for next use d) Completing Register of Consults e) Seeking consumer feedback	Annexures: • TH08E • TH08F
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Procedure Ref Number TH08 Continued	
Annexure TH08A	<i>[Insert copy of Checklist Template - Telehealth Consultation here]</i>
Annexure TH08B	<i>[Insert copy of Telehealth Consultation Flowchart here]</i>
Annexure TH08C	<i>[Insert copy of Complementary Services Template here]</i>
Annexure TH08D	<i>[Insert copy of Platforms and Software Guides here]</i>
Annexure TH08E	<i>[Insert copy of Register of Consultations here]</i>
Annexure TH08F	<i>[Insert copy of Consumer Feedback Form here]</i>
Procedure Guideline TH08G	<p>The following resources may support the development of a procedure to conduct a telehealth consultation specific to your facility:</p> <ul style="list-style-type: none"> i. Australian College of Rural and Remote Medicine (ACRRM), Framework and Guidelines for Telehealth Services ii. Health Direct, Video Call Resource Centre iii. NBN Co., Create a positive telehealth experience for patients
Effective Date	<i>[insert start date]</i>
Replaces Procedure Dated	New Procedure
Approved by	
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Telehealth Promotion Flyer

Resource Number	2.0
Resource Name	Telehealth Promotion Flyer
Description	<p>This resource is to assist residents and their representatives to understand telehealth. It is a one-page flyer for display or hand-out.</p> <p>The standalone Flyer is available to be downloaded and printed on the CCQ website via the pathway: 'What we do – Primary Health' > 'Primary Health Programs' > 'Older Persons Health' > 'Residential Aged Care Support' > 'Telehealth' OR link: https://c2coast.org.au/oph-residential-aged-care-support/</p>
Purpose	<p>This template flyer is a promotional visual display comprising example descriptions about:</p> <ul style="list-style-type: none">• How telehealth works• Why it works• Questions to ask staff• Privacy information
Date Stamp	6 June 2023

TELEHEALTH

IN RESIDENTIAL AGED CARE



Talk to a doctor or health professional, from a different location, using a phone, tablet or computer.

How will it work?

- 1 The nurse will make an appointment.
- 2 A computer, tablet or phone will be set up to call the doctor or health professional.
- 3 The nurse or facility staff member will make the phone call and stay to help.
- 4 Like a normal appointment, you can see and talk to the doctor or health professional.
- 5 With your healthcare professional, next steps can be discussed and planned together.

What are the benefits?

- ✓ Get health care when and where you need it.
- ✓ No need to travel.
- ✓ Faster appointment.
- ✓ Easier for family and carers.
- ✓ Relaxed way to see specialists and involve the GP.
- ✓ Great for simple check-ups or family meetings with the GP.
- * Telehealth may not be suited to all appointments, all the time.



Questions to ask staff

- How long will it take?
- Where and when will it be?
- What is the appointment for?
- Is my support person available?
- Is telehealth the best for me?

Your privacy

- Australian standards protect your rights and privacy.
- The rules for telehealth are the same as a normal doctor visit.

Please note telehealth will not suit all appointments. Unsure if telehealth is for you? Read the question-and-answer sheet or ask the staff for more details.



Telehealth Pamphlet

Resource Number	3.0
Resource Name	Telehealth Pamphlet
Description	<p>This template is to assist residents and their representatives to understand telehealth.</p> <p>The Pamphlet is a 2-sided trifold brochure providing information about telehealth in a question-and-answer format.</p> <p>The standalone pamphlet is available to be downloaded and printed on the CCQ website via the pathway: 'What we do - Primary Health' > 'Primary Health Programs' > 'Older Persons Health' > 'Residential Aged Care Support' > 'Telehealth' OR link: https://c2coast.org.au/oph-residential-aged-care-support/</p>
Purpose	<p>It is a resource for staff to discuss with and give to residents and their family to:</p> <ul style="list-style-type: none"> • Help explain how telehealth may be beneficial to them and, • An opportunity for them to ask questions and raise concerns.
Date Stamp	6 June 2023



YOUR GUIDE TO TELEHEALTH

- ✓ What it is
- ✓ The benefits
- ✓ How it works
- ✓ What happens
- ✓ Costs involved
- ✓ Privacy



What does it cost?

- There may be some fees. Speak to your nurse, doctor or health professional about this.
- Appointments may be bulk-billed, just like a regular doctor's visit.

Telehealth may not be suitable for all appointments.

If you have any questions or feedback about telehealth, talk to your facility nurse or support staff.

What if I'm not happy with the telehealth appointment?

- You are free to stop a telehealth appointment at any time.
- Ask the nurse to arrange a face-to-face appointment.
- Talk to a senior nurse or health worker.
- A relative or friend may give feedback for you.

Do you need an interpreter? Please let your facility know.

YOUR GUIDE TO TELEHEALTH

- ✓ What it is
- ✓ The benefits
- ✓ How it works
- ✓ What happens
- ✓ Costs involved
- ✓ Privacy

CCQ COUNTRY TO COAST, QLD
Healthy, connected communities

phn CENTRAL QUEENSLAND, WIDE BAY, SUNSHINE COAST
An Australian Government Initiative

This sheet has basic information about telehealth consultations; it is not intended to provide health advice.

WHAT IS TELEHEALTH?

Telehealth is an appointment with your doctor or other health professional using a phone, tablet or

What are the benefits of telehealth?

- Convenient access from anywhere, eliminating the need for travel
- Ability for family members or caregivers to participate in appointments
- Comfortable and relaxed way to consult with specialists
- Allows for GP involvement in healthcare management
- Complements, but does not replace, in-person visits
- Ideal for simple check-ups or family meetings with healthcare professional

What can I expect to happen?

- Your facility will make the appointment
- Your support person and or family can be present if you wish
- The nurse will be with you to set up and call the doctor or health professional
- Like a normal appointment, you can see and talk to the doctor or health professional
- Try to look right at the screen while talking
- You will be asked if you are happy to do the appointment
- You will be asked to say your name and date of birth
- The nurse may do examinations as part of the appointment
- The staff will help where needed after the appointment

What about privacy considerations?

- Privacy is very important and there are laws and rules in place to make sure your privacy is respected
- All healthcare organisations and professionals work within strict rules to protect your personal information
- The video and phone connections are secure





Telehealth Consultation Checklist

Resource Number	4.0
Resource Name	Telehealth Consultation Checklist
Description	This template checklist is to assist facilities with technical setup, use and optimisation of equipment and the consultation space.
Purpose	<p>This template checklist provides an example of five tables for facilities to adapt for their own situation in relation to how a telehealth consultation will operate and flow.</p> <p>The template includes a column called 'location of process or guideline', to enable staff to locate additional materials pertaining to the procedure. In this column, the facility may record the additional file name and where it is kept. Examples are provided.</p> <p>The tables in the consultation checklist include:</p> <ol style="list-style-type: none"> 1. Arranging a telehealth consultation and general set-up 2. Before each consultation – room preparation 3. Before each consultation – resident preparation 4. During the consultation 5. After the consultation. <p>A copy of the resource developed for the facility should remain with the telehealth equipment, for staff to access easily.</p>
Resource Guide	<p>The following resources are source documents for this checklist template, and may support the development of a consultation checklist specific to your facility:</p> <ol style="list-style-type: none"> i. Allied Health Professionals Association – Telehealth Guide for allied health professionals. ii. Australian College of Rural and Remote Medicine (ACRRM) framework for telehealth and guidelines for telehealth services. iii. Business NBN - best practice telehealth set up. iv. Department of Health – Medicare Benefits Schedule Online privacy checklist for telehealth services.
Date Stamp	6 June 2023

Telehealth Consultation Checklist

✓	Arranging a Telehealth Consultation	Location of Process/Guideline
<input type="checkbox"/>	Review the facility's protocols <i>(e.g., clinical needs, appointments, equipment)</i>	Example: Policy and Procedures (P&P)
<input type="checkbox"/>	Check the facility's resources <i>(e.g., contact list, resident information)</i>	
<input type="checkbox"/>	Confirm appropriateness of telehealth consultation for resident on this occasion	Example: P&P Manual Procedure Number TH02
<input type="checkbox"/>	Schedule an appointment with provider, advise resident & support people	
<input type="checkbox"/>	Establish the best location for the consultation <i>(e.g., quiet & private room)</i>	
<input type="checkbox"/>	Arrange technology and IT support <i>(e.g., people and equipment, before & during)</i>	
<input type="checkbox"/>	Arrange dedicated Nursing cover <i>(For before and during the appointment)</i>	
<input type="checkbox"/>	Resident has information about telehealth <i>(e.g., time, consent, support people)</i>	Example: Telehealth Pamphlet, Resource Number 3.0
<input type="checkbox"/>	The special needs of the resident have been considered <i>(e.g., supports for people who are deaf, where English is a second language, or they identify as Aboriginal and/or Torres Strait Islander)</i>	
<input type="checkbox"/>	Document arrangements and general setup undertaken, as per facility process	
✓	Before each consultation - Room Preparation	Location of Process/Guideline
<input type="checkbox"/>	Confirm appointment with doctor and relevant others	
<input type="checkbox"/>	Collect telehealth equipment <i>(e.g., have tested & tagged equipment, in the room, and turned on)</i>	
<input type="checkbox"/>	Pre-test Equipment <i>(e.g., check all connections & parts work)</i>	
<input type="checkbox"/>	Check Field of view <i>(e.g., position the screen for comfort & eye contact)</i>	
<input type="checkbox"/>	Check Lighting in room <i>(e.g., room is bright with minimal shadows)</i>	
<input type="checkbox"/>	Check Sound and Speech <i>(e.g., adjust speaker volume, explain microphone)</i>	
<input type="checkbox"/>	Collect & prepare clinical records <i>(e.g., observations, test results)</i>	
<input type="checkbox"/>	Collect required clinical equipment <i>(e.g., dressing packs)</i>	
<input type="checkbox"/>	Prepare for technology failure <i>(e.g., mobile phone back-up, IT ready, tip sheet, contingency plan)</i>	
<input type="checkbox"/>	Place 'do not disturb, consultation in progress' sign on the door <i>(after all participants have arrived)</i>	

Continued...

✓	Before each consultation – Resident Preparation	Location of Process/Guideline
<input type="checkbox"/>	Ensure resident's privacy & dignity is maintained during the consult <i>(e.g., 2-piece outfit, screen, gown, or cover sheet for examination)</i>	
<input type="checkbox"/>	Consider resident comfort <i>(e.g., position monitor, chair, speaker, microphone, support people)</i>	
<input type="checkbox"/>	Minimise distractions & background noise <i>(e.g., turn phones off, close blinds)</i>	
✓	During the consultation	Location of Process/Guideline
<input type="checkbox"/>	Introduce everyone at the beginning of the consultation	
<input type="checkbox"/>	Confirm Reason for consult , right doctor, right resident, right health record	
<input type="checkbox"/>	Confirm identity by asking resident to state their name, address, and Date of Birth	
<input type="checkbox"/>	Confirm resident's consent to participate including others in attendance	
<input type="checkbox"/>	Session recording should be disabled. Where this is a requirement, permission to record a video conference from everyone on the call is needed.	
<input type="checkbox"/>	Confirm steps have been taken to maintain resident's privacy	
<input type="checkbox"/>	Confirm resident's comfort , including that they can see and hear	
<input type="checkbox"/>	Ask everyone to speak clearly into the microphone using normal tone and one person to speak at a time	
<input type="checkbox"/>	Support clinical needs - ISBAR handover, discussion, assist assessment, examination & care planning	
✓	After the consultation	Location of Process/Guideline
<input type="checkbox"/>	Manage follow-up by documenting and finalising notes, clinical handover, and delegating actions i.e., scripts, pathology, next appointment, and written orders pending	
<input type="checkbox"/>	Debrief with resident by asking how they found the consult or if they have any questions	
<input type="checkbox"/>	Ask resident and family for feedback about their experience	
<input type="checkbox"/>	Return equipment to secure designated area	
<input type="checkbox"/>	Complete consultation details in telehealth consultation register	
<input type="checkbox"/>	Maintain Equipment by ensuring re-charged, cleaned and ready for use	



Telehealth Consult Flowchart

Resource Number	5.0
Resource Name	Telehealth Consultation Flowchart
Description	This template flowchart is to assist facilities with technical setup, use and optimisation of equipment and consultation space.
Purpose	<p>This template flowchart provides an example of the steps to conducting a telehealth consultation. It is for facilities to adapt for their own situation in relation to how a telehealth consultation will flow.</p> <p>The flowchart is a visual depiction of similar information described in the Telehealth Consultation Checklist, Resource Number 4.0.</p> <p>It includes:</p> <ul style="list-style-type: none">• How to arrange and prepare for the consult• What to do on the day, during and after the consultation.
Date Stamp	6 June 2023

RESIDENT REQUIRES A CLINICAL REVIEW

- Review the facility's telehealth **protocols**
- Check the facility's telehealth **resources**



CONFIRM APPROPRIATENESS OF TELEHEALTH APPOINTMENT

- The resident's **clinical need** is appropriate for a telehealth consult per protocol
- The **tools and equipment** are available
- Staff** are available
- Appropriate **consent** obtained



DISCUSS MODE OF APPOINTMENT WITH RESIDENT AND FAMILY

- Resident and family are given telehealth information (verbal and written)
- Resident and family **understands** what telehealth is and have had time to ask questions
- Determine if **translators or cultural supports** are needed to facilitate the appointment
- Resident verbally **consents** to telehealth consultation
- Advise resident **where** the consultation will take place



SCHEDULE TELEHEALTH APPOINTMENT

- Record **appointment time** with external clinician as per facility's appointment process
- Advise resident** and their family of the appointment time
- Advise resident and their family there will be an **opportunity to discuss** the mode of appointment prior



MAKE ARRANGEMENTS AND DOCUMENT ACCORDINGLY

- Confirm** appointment time, platform being used, clinician name
- Arrange dedicated **nursing and technical support** cover
- Arrange** translators or cultural supports as required
- Document** arrangements as per facility's process



APPOINTMENT AND ROOM PREPARATION

- Confirm** appointment with external clinician
- Collect** telehealth equipment and take to room
- Position** for best field of view lighting, and sound
- Pre-test** equipment and prepare back-up for possible technology failure



CLINICAL PREPARATION

- Collect and prepare **clinical records**
- Ensure required **clinical equipment** is ready
- Place 'Do not disturb, consultation in progress' **sign** on door



RESIDENT PREPARATION

- Ensure resident's **privacy and dignity** will be maintained throughout
- Consider resident's **comfort** needs
- Minimise potential **distractions**
- Ask everyone to **speak clearly** into the microphone, look directly at the screen



DURING THE CONSULTATION

- Introduce** everybody
- Confirm** right doctor, right resident, right health records, reason for consult
- Confirm resident's **identity** - name, D.O.B. and address
- Confirm resident's **consent** to participate
- Session **recording** should be disabled. Where this is required, ask permission to record a video conference from everyone on the call
- Support** clinical needs, coordinate discussion, and assist with exam and care plan



BEFORE ENDING THE CONSULTATION

- Check **follow-up** requirements
- Clarify** pathology/other tests to be ordered and who will be responsible
- Ensure resident does not have any further **questions**
- Check if another **appointment** is required including the mode



AFTER THE CONSULTATION

- Record **clinical notes**
- Undertake clinical **handover and delegate** follow-up i.e., scripts, pathology, next appointment
- Debrief** with resident by asking how they found it or if they have any questions
- Ask resident and family for **feedback** about their experience
- Clean and **return equipment** to secure designated area





Consultation in Progress Sign

Resource Number	6.0
Resource Name	Consultation in Progress: Do Not Disturb Sign
Description	This template Sign is to assist facilities with technical setup, use and optimisation of equipment and consultation space.
Purpose	<p>The function of the sign is to maintain privacy for the resident when a consultation is in progress.</p> <p>The sign developed for the facility, should remain with the telehealth equipment, for staff to access easily.</p>
Date Stamp	6 June 2023



DO NOT DISTURB

CONSULTATION IN PROGRESS

Your co-operation is appreciated.

Thanks,



Telehealth Technology Support Template

Resource Number	7.0
Resource Name	Telehealth Technology Support Template
Description	This template is to increase staff understanding in how to manage technical risks and issues relating to IT functionality and performance.
Purpose	<p>This template provides an example of four tables for facilities to adapt for their own situation in relation to the information technology in use for telehealth consultations.</p> <p>The tables include:</p> <ol style="list-style-type: none"> 1. Internet provider & videoconferencing software access 2. Equipment checklist & maintenance schedule 3. Technical assistance & support contacts 4. Service contractor register. <p>A copy of the resource developed for the facility, should remain with the telehealth equipment, for staff to access easily.</p>
Date Stamp	6 June 2023

Telehealth Technology Support Template

Table 1: Internet Provider & Videoconferencing Software Access

Internet/Software	Description	Username	Password
Internet connection type:	<i>e.g., NBN, ADSL, Wi-Fi</i>		
Generic email address access <i>(office365 email accessible by all is recommended)</i>	<i>Generic email address for telehealth appointment links</i>		
Videoconferencing Software	<i>e.g., Skype, Teams, Zoom, Health Direct</i>	<i>Generic email address for appointments advised</i>	
Wi-Fi Access - secure	Visiting GPs & other providers		
Other			

Table 2: Equipment Checklist & Maintenance Schedule

Equipment / Device Register	Unique Identifier & Location	Username and Password	Maintenance Schedule <i>include testing & tagging, cleaning, detecting, diagnosing, fixing problems</i>
Computer			
Laptop			
Tablet / Smart Device			
Webcam			
Monitor			
Speakers			
Mobile Phone			
Microphone			
Secure store/charge Area			
Power Cords/ Cable			

Table 3: Technical Assistance & Support Contacts

Type of Support	Company Name	Hours of Operation	Contact Details

Table 4: Service Contractor Register

Type of Service ¹	Service Provider	Contact Details

¹Annotation – More than one service contractor may deliver all or a portion of functions, such as:


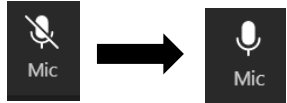

1.	General non-urgent support	Call-in technician to conduct routine equipment upkeep and fix hardware problems (to enable planning for outages and maintenance)
2.	Remote IT services	Contract for Software updating network administration and security protocols
3.	End-user support	IT support person who is available to staff, either on-site or remote (e.g., for nurses requiring immediate support during consultation)
4.	Emergency IT services	Contract for emergency IT services with a local provider, to provide a service within a narrow and defined time-period.



Troubleshooting Guide

Resource Number	8.0
Resource Name	Troubleshooting Guide
Description	This resource is to increase staff understanding in how to manage technical risks and issues relating to IT (Information Technology) functionality and performance.
Purpose	<p>The troubleshooting guide lists common situations that arise during telehealth, and problem-solving steps to overcome these issues.</p> <p>Note, this is a generic troubleshooting guide.</p> <p>Guides for software specific troubleshooting are accessible on the relevant software vendors website. In addition, see Resource Number 9.0 Platforms and Software User Guides, contained within this toolkit.</p> <p>A copy of this resource should remain with the telehealth equipment of the facility for staff to access easily.</p>
Date Stamp	6 June 2023

Troubleshooting Guide

Situation	Contingency Plan
Be prepared for technical issues during consultation	<ul style="list-style-type: none"> • Have contact details for other parties available • Have mobile phone ready to contact provider to discuss and plan how to continue • Be familiar with how to dial in others if it is decided to continue by phone • Have weblinks and web resources available for easy access (staff are familiar with these sites) • Regularly review back-up contingencies for efficiency / effectiveness
Unable to be seen or cannot see the other person	<ul style="list-style-type: none"> • You or they check camera icon • Click on the camera icon  <ul style="list-style-type: none"> • If the camera is on and still unable to be seen, try disconnecting and reconnecting into the call. Let the others know what you are doing first.
The other person cannot hear you	<ul style="list-style-type: none"> • You or they check the microphone (mic) icon • Click on the mic icon  <ul style="list-style-type: none"> • If the mic is on and still unable to be heard, try disconnecting and reconnecting into the call. Let the others know by sending a chat or text message first.
Unable to hear the other person	<ul style="list-style-type: none"> • Check the volume on the telehealth device or speaker being used is on and high enough  <ul style="list-style-type: none"> • Ask the person on the other end to check their mic (as above) • If the above does not resolve this, try disconnecting and reconnecting into the call and advising the other person to do the same. Let the others know by sending a chat or text message first.
Background noise interfering with hearing	<ul style="list-style-type: none"> • If it is on your end, let the others know you will mute your mic and turn back on or wave your hand when you wish to speak • If the background noise is on the other end, ask them to mute the mic and turn back on or wave their hand when they wish to speak
Audio is poor / difficult to hear each other	<ul style="list-style-type: none"> • Mute the audio and proceed with video, and use a phone for audio communication
Problems with the quality of a video consultation	<ul style="list-style-type: none"> • Turn the video off and proceed with audio only • If possible, turn video on for short periods only as needed i.e., to check a wound • Ensure adequate lighting and avoid direct sunlight from windows
Technical issue or technical failure during consult - unable to fix or other options have not worked	<ul style="list-style-type: none"> • Complete the interrupted consultation by phone, or • Reschedule the consultation if non-urgent



Platforms and Software User Guides

Resource Number	9.0
Resource Name	Platforms and Software User Guides
Description	This resource is to support staff in understanding how to effectively use telehealth platforms and software.
Purpose	<p>This template provides a list of platforms commonly used by facilities in the Country to Coast, Queensland region including online links to their software guides.</p> <p>The top five platforms used for telehealth consults reported in the CCQ telehealth survey 2022 were:</p> <ul style="list-style-type: none"> • Zoom, • Skype, • Queensland Health telehealth portal, • Facetime and, • Microsoft Teams. <p>Two other established platforms have been included in this template due to reported use by wider clinicians in the region. They are:</p> <ul style="list-style-type: none"> • Health Direct Video Call and, • Skype for Business.
Date Stamp	6 June 2023

Telehealth Platforms and Software User

No.	Platforms	Software User Guides <i>Use preferred Search Engine to access user guides & manuals. Click on the URL links below</i>
1	Health Direct Video Call	RACF Technology and Trouble Shooting – Health direct Australia
2	Queensland Health Telehealth Portal	Queensland Health Telehealth for Professionals Telehealth portal patient quick reference guide
3	Zoom	Zoom for Healthcare
4	Skype	https://support.skype.com/en/skype/t2d/start/
5	Skype for Business	https://support.microsoft.com/en-us/skype-for-business
7	Facetime	https://support.apple.com/en-us/HT204380
8	Microsoft Teams	How to use MS Teams for telehealth
9		

Consent Guide & Template

Resource Number	10.0
Resource Name	Consent Guide & Template
Description	<p>This guide template is to support clinical care before, during and after telehealth consultations.</p> <p>Note: This template is an example only and may not suit all contexts of care.</p>
Purpose	<p>This resource provides the facility with an example one-page document to discuss telehealth information with the resident and their family, and to obtain consent.</p> <p>It is to support the development of a consent form appropriate for your facility.</p> <p>The information provided is to be used as a starting point for facilities to adapt to their own situation and to determine essential points for inclusion.</p> <p>If a person chooses to take part in the telehealth consultation, they, or their representative should sign a consent form to give official documented consent, which is to be retained by the facility.</p> <p>This guide template comprises three sections for facilities to consider when creating a specific telehealth consultation consent form.</p> <p>The sections are:</p> <ol style="list-style-type: none"> 1. Introductory paragraphs describing telehealth value, risks, and choices 2. Signature area 3. Extra consenting option if recording video or capturing images
Resource Guide	<p>The following resources are source documents for this template, and may support the development of a consent form specific to your facility:</p> <ul style="list-style-type: none"> • The template is based on the Allied Health Professionals Australia, Telehealth Guide for Allied Health Professionals, May 2020, page 20 • Australian Commission on safety and quality in healthcare, Informed Consent • Queensland Health, Informed Consent
Date Stamp	6 June 2023

Consent Guide & Template

Consent Overview

1.	Explain the value of having a phone or video consult, such as:
	<ul style="list-style-type: none"> • Reduce the waiting time for the resident to see their healthcare professional. • Avoid the need for the resident to travel to see their healthcare professional. • Manage the health of the resident when they cannot visit their healthcare professional in person.
2.	Explain the risks of having a phone or video consultation, such as:
	<ul style="list-style-type: none"> • The consultation will not be the same and may not be as complete as an in-person service. • There could be some technical problems that affect the consultation. • This Healthcare service uses safeguards to protect the privacy and security of the phone or video consultation. These safeguards meet Australian standards. The risk of outside people hacking or tapping into the call does exist, but it is small.
3.	Describe the choices about healthcare received via phone or video consultation, such as:
	<ul style="list-style-type: none"> • The resident has a choice about what to do next if this consult does not work out well. • The resident can change their mind and stop using phone or video consultations at any time. This includes in the middle of a consult. This will not affect their right to ask for and receive healthcare.

Signature Area

I agree to have phone or video consultations with: _____

Date: _____

Name of Resident: _____

Signature of Resident/Authorised Representative: _____

Additional Consent for Recording Video or Images

I agree to have this video consultation recorded, or to have photos taken.

- Yes, signature required below
 No

The [insert facility name] will manage and store this material securely, meeting Australian Standards. It is only for use to assist my health care. I have the right to see the video or images, and to receive a copy for a reasonable fee. I understand that the service cannot ensure total safety against hacking or tapping into the recording by outside people.

Signature of Resident/Authorised Representative: _____



Complementary Services Template

Resource Number	11.0
Resource Name	Complementary Services Template
Description	This template is to increase staff understanding in how to effectively support clinical care for residents and family before, during and after telehealth consultations.
Purpose	<p>This template is to help facilities to create a list of complementary service contacts to assist staff in offering support for residents and streamlining telehealth services for the differing needs of individual residents.</p> <p>The template offers a structure for displaying support service contact detail in rows, depending on needs and local availability. Two support services that might facilitate an improved experience for residents and their family are given as examples.</p> <p>Examples of other complementary services may support:</p> <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander residents and their families through the local Aboriginal Medical Service or the National Aboriginal Community Controlled Health Organisation • Residents with culturally and linguistically diverse backgrounds through refugee health agencies or partners in culturally appropriate care • The National Relay Service for residents who are deaf or find it hard to hear or speak, or others who would benefit from local Interpreters.
Date Stamp	6 June 2023

Complementary Services Template

No.	Support Services	Website	Telephone
1.	Translating and Interpreting Service (TIS) National	Translating and Interpreting Service (TIS National)	131 450
2.	Vision Australia	Vision Australia Resources	1300 84 74 66
3.			
4.			
5.			
6.			

Feedback Question Examples & Reporting Templates Residents & Staff

Resource Number	12.0
Resource Name	Feedback Question Examples & Reporting Templates – Residents & Staff
Description	These templates assist the development and implementation of organisational processes to support the effective use of telehealth.
Purpose	<p>This template provides guides to developing feedback processes and two drafts of example questions to better understand the telehealth experience from the perspective of residents and staff. The example question sets are deliberately brief to make them easy to complete and to interpret. Facilities may decide to adapt their existing service feedback forms and processes. The facility should consider which key pieces of information they receive from residents and staff will help to improve the service.</p> <p>This resource consists of a:</p> <ol style="list-style-type: none"> 1. Guide to developing a questionnaire 2. Guide to scoring responses 3. Resident Feedback example <ol style="list-style-type: none"> a) Sample questions b) Reporting template 4. Staff Feedback example <ol style="list-style-type: none"> a) Sample questions b) Reporting template <p>Annotations in the templates provide additional questions the facility may choose to include to identify quality improvement opportunities.</p> <p>Note: This template will support the required reporting for facilities who are recipients of CCQ's telehealth grant funding 2023.</p>
Resource Guide	<ol style="list-style-type: none"> 1. South Australia Digital Telehealth Network 2. Queensland Health Patient reported experience measures <p>Contact Country to Coast PHN (Primary Health Network) if you would like assistance in developing and managing feedback processes.</p>
Date Stamp	6 June 2023

Feedback Questionnaires & Reporting
















Guide to developing Questionnaires

1. **When developing a feedback questionnaire:**
 - Keep questions and words simple and easy to read
 - Give a range of answer options rather than free text responses
 - Consider how easy it is for the residents to complete and how easy it will be to evaluate
 - Allow space for comments
 - Decide if using paper based, electronic or a mix of both when seeking feedback
2. **When asking residents and their family to provide feedback, explain:**
 - Why their feedback is important and valuable
 - What the feedback is for, such as improving the telehealth service
 - Whether results will be shared with others outside the facility (i.e., external providers)
 - That confidential information is never shared
 - The facility is grateful for their time and effort in providing feedback
 - Where to place or how to send their completed feedback
3. **Consider how the feedback will be managed, for example:**
 - Being clear about the reason for every question, what will the answers reveal, and how emerging issues will be handled
 - Safe collection and storage of feedback
 - How the information will be analysed and reported, and who will be responsible
 - How feedback will align with existing compliments and complaints processes
 - What will be done with the results, such as quality improvements, PDSA cycles
 - Scan qualitative (free text, verbal) feedback and consider what will be done with the results as per above point.

Guide to Scoring & Reporting

1. **How to score each quantitative question:**
 - Agree = visual 😊 which numerically equals 5
 - Not Sure = visual 😐 which numerically equals 3
 - Disagree = visual ☹️ which numerically equals 1
 - The higher the score, the higher the level of satisfaction
2. **Scoring Satisfaction Rating:**
 - For each respondent's form, score the response to each question
 - Transcribe scores to the report template, one row per respondent allocating a score 1,3,5 as described above.
 - Average the satisfaction score for each respondent in last shaded column in template (Sum of scores divided by number of questions answered).
 - Average the satisfaction score for each question in last shaded row in template (Sum of scores divided by the number of responses).
The lower scoring questions should be seen as opportunities for improvements.
 - To determine overall satisfaction with the telehealth service by the cohort of respondents in the report, average the final column.
 - Consider setting a target Satisfaction Rating.

Resident Feedback Question Examples

No.	Thinking about your telehealth consult, how much do you agree with the following?	Circle your answer			Comments
		Agree=5	Not Sure=3	Disagree=1	
1.	Staff gave me enough information about how it would work before starting the consult				
2.	I was able to tell my story				
3.	The standard of care was the same as a face-to-face visit				
4.	The equipment worked well				
5.	I would like to use telehealth again				
6.	Do you have anything else to tell us about the telehealth service?				

Thank you for taking the time to complete this feedback

Annotation – Other Telehealth Experience Questions to Consider
















1.	The consult was held in a private place
2.	I felt at ease during the consult
3.	My chosen support people were with me
4.	It was about me as a whole person
5.	I helped make the plan of action
6.	I could hear well enough
7.	I could see the other person well enough
8.	Overall, I am happy that I had this consult
9.	What was the best thing about the telehealth consult?

Resident Scoring Template Example

Example Summary Report – Refer to Scoring Guide Resident Satisfaction

Response Number	1. Understanding before starting	2. Able to tell own story	3. Same standard as F2F	4. Technology worked well	5. Will use telehealth again	Average Score per Resident Feedback
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
Average Score per Question						Aggregate Score

Staff Feedback Question Examples

No.	Thinking about telehealth consultations, how much do you agree with the following?	Circle your answer			Comments
		Agree=5	Not Sure=3	Disagree=1	
1.	I know enough about how telehealth works to prepare residents for their consult				
2.	The systems and processes in place for telehealth are useful				
3.	I feel confident helping residents during telehealth				
4.	I feel confident using the telehealth equipment				
5.	Telehealth consults are the same or better than face-to-face visits				
6.	Do you have any other comments about telehealth?				

Thank you for taking the time to complete this feedback

Annotation - Other feedback questions to consider asking staff

1.	Telehealth processes are efficient
2.	Telehealth equipment/technology is reliable
3.	Staff are benefitting from having telehealth services for their residents
4.	Telehealth is improving resident health outcomes
5.	Telehealth is reducing hospital admissions / emergency department visits
6.	Telehealth is increasing access to GP / health care
7.	Overall residents are benefitting from telehealth services

Staff Scoring Template Example

Example Summary Report – Refer to Scoring Guide Staff Satisfaction / Confidence

Response Number	1. Satisfied with Telehealth Knowledge	2. Satisfied with Systems & processes	3. Confident helping residents	4. Confident using equipment	5 Confident telehealth is same/better than F2F	Average Score per Staff Feedback
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
Average Score per Question						Overall Score



Register of Telehealth Consultations

Resource Number	13.0
Resource Name	Register of Telehealth Consultations
Description	This template is to assist the development and implementation of organisational processes to support the effective use of telehealth.
Purpose	<p>This template is to provide staff with an easy log to track and monitor telehealth consultations. An example report template is also provided.</p> <p>An annotation to this register template has additional reporting elements the facility may choose to include to identify quality improvement opportunities.</p> <p>The facility may incorporate this register into existing processes for managing resident appointments external to the facility. Alternatively simply adding a telehealth field to the facility's existing consult log may suffice.</p> <p>Note: This template will support the required reporting for facilities who are recipients of CCQ's telehealth grant funding 2023.</p>
Date Stamp	6 June 2023

Telehealth Consultation Log Example

1. Number	2. Date	3. External Provider	4. Location of consult	5. Technology / Equipment worked well	6. Equipment returned & ready for use	7. Comments	8. Name & Signature
Response Options for Completing Log							
<i>Sequential order</i>	<i>Date of consult</i>	<i>A. GP B. Specialist C. Allied Health Professional D. Mental Health professional E. Other (Describe)</i>	<i>A. Consult room B. Bedside C. Other (Describe)</i>	<i>A. Yes B. No (Describe)</i>	<i>A. Yes B. No (Describe)</i>	<i>Descriptions and other information</i>	<i>Staff member responsible for consult</i>

Annotation - Additional items to consider for consultation register		
No.	Question	Response Option
1.	Technology used	Computer, Laptop, Smart device, Mobile phone, Webcam, Monitor, Speaker, Microphone
2.	Technical issues	Video quality, Audio quality, Connection quality, Equipment issues (either end)
3.	Clinical Equipment used	Exam camera, Portable ECG/heart, Augmented reality, Digital stethoscope, IR thermometer, BP monitor, Pulse oximeter
4.	Reason for consult	Pain Management, Falls Management, Wound Care, Care planning, Medications, Palliative care, Other
5.	How did the consult seem for resident?	Positive experience, Satisfactory Experience, Negative experience, Unclear
6.	What would have made the consult more efficient?	More time, More help, Resident support, Equipment, Knowledge, Other

Consultation Register Report Example

Number	Requested Information	Response Options	Sum Responses
1.	Number of Consults		
2.	Date Range of report period		
3.	External Provider	A. General Practitioner	
		B. Specialist Medical Professional	
		C. Allied Health Professional	
		D. Mental Health Professional	
		E. Other	
4.	Location	A. Consult room	
		B. Bedside	
		C. Other	
5.	Technology/ Equipment worked well	A. Yes	
		B. No	
6.	Equipment is returned & ready for use	A. Yes	
		B. No	



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