Getting Started with Healthdirect Video Call – Checklist

Before embarking on the use of Healthdirect Video Call general practices should action the following:

- [ ] Appoint a staff member to be the administrator of your practices Healthdirect Video Call account.

- [ ] Establish which practice staff will be using and accessing Video Call. Create a user account per user (must have unique email address per user) and establish what role each staff member will play

- [ ] Configure your practice account (patient sign in page)

- [ ] Confirm that your professional indemnity policy covers your practice in providing care via telehealth.

- [ ] Develop a workflow for providing video consults. This includes:
    - Appointments – how will you flag as a 'video call'
    - Consider which patients you will offer video calls to
    - How the practitioner will access the clinical system whilst on the call
    - Patient consent procedure
    - How patient identifiers will be confirmed
    - Billing procedures
    - Prescribing
    - Refer to the RACGP Telehealth consultations in general practice - Flowcharts

- [ ] Provide training for staff on telehealth – e.g. available webinars *(ask your GPSO)*.

- [ ] Setup webcams and speakers in appropriate consultation rooms for video consults.

- [ ] Make sure you have good quality internet connection – consider upgrading internet plan for larger practices.

- [ ] Test equipment, web browser, and room settings prior to starting a video consults e.g. good lighting in the room.

- [ ] Have a process for using telephone consults as a back-up.

- [ ] Print patient resources – e.g. how to use Video Call from the help function

- [ ] Have ready access to technical support for video equipment and connectivity issues, should the need arise.

- [ ] **Document all these changes in a Quality Improvement Workplan as evidence for PIPQI**

What equipment is required to make a video call?

Computer users will need

- A web camera - built-in or attached using a USB port
- A microphone - usually built into most laptops and external webcams
- Speakers or headsets - speakers are usually built into most laptops, but not necessarily into external webcams
- (Recommended) A second monitor - so that providers can display the video consultation on one monitor and patient information on the other

Everyone will need

- A private, well-lit area - where you will not be disturbed during the consultation
- A reliable internet connection - you need a minimum of 350Kbps bandwidth per video stream. Use speedtest.net to make sure you have enough bandwidth.
- Make sure you have the latest web browser versions:

Window, Android, MacOS	Google Chrome – version 72 or later
Windows, Android	Firefox – version 68 or later
MacOS, iOS	Apple Safari – version 12.0 or later
MacOS, Windows	Microsoft Edge – version 79 of later
Android	Microsoft Edge – version 44 or later

Google Chrome Version 72+
(Windows, Android, MacOS)

Apple Safari Version 12+
(MacOS, iOS)

Firefox Version 68+
(Windows, Android)

Microsoft Edge Version 79+
(Windows, MacOS)
Microsoft Edge Version 44+
(Android)