

# Using Telehealth for Geriatric Clinic appointments

## Information for Aged Care Facilities



### What equipment do I need?

You can use most laptops, desktop computers, tablets, or smartphones. To get started, you will need:

- A reliable internet connection
- A private quiet space suitable for a consultation
- Web-camera, speakers & microphone (plug in or built in)
- Up to date **Google Chrome** if using desktop/laptop (Windows or Mac OS) or android tablet/smartphone, or **Safari** web browser with Apple desktop or laptop (Mac OS), or iPad/iPhone.



### One week before: check your equipment works

- Visit: [www.alfredhealth.org.au/telehealth](http://www.alfredhealth.org.au/telehealth)
- Click on the 'Test call' button & follow the instructions
- If prompted allow healthdirect access to your microphone & camera
- For troubleshooting click the 'Telehealth setup & troubleshooting' link on the webpage.



### On the day: getting started

1. Gather patient documentation & records (medication charts & recent physical observations can be faxed prior to appointments to 9076 6435)
2. Open Chrome or Safari browser
3. Go to [www.alfredhealth.org.au/telehealth](http://www.alfredhealth.org.au/telehealth) 10 minutes before scheduled appointment time
4. Click on 'Start video call' button
5. Select 'Geriatrics'
6. Press 'Start video call'
7. Enter patient details & tick box
8. Wait for the specialist to pick up the call

Start video call

### At the end of the call

- Please complete the patient satisfaction survey

Family members may join as a third video caller from another location providing they meet the equipment requirements listed above.



The Geriatrics Clinic Telehealth Service is supported by funding from the Victorian Government

# Tips for making video calls



**Caulfield**  
HOSPITAL




## Environment

- Choose a quiet, private & safe room.
- Ensure there is enough space & suitable chairs for all participants.
- Ensure the room is well lit & avoid sitting directly under a light. Side lighting works well.
- Avoid sitting with your back to a window or transparent wall.
- Be aware of incidental movement behind you which may become distracting.



## Equipment

- Have patient documentation available (behaviour & medication charts, vital observations & care plans).
- Place the equipment where the participants can stay in camera view.
- Position the camera at eye level.
- When talking try look at the camera occasionally to maintain good eye contact.
- Ensure the volume is not too loud or too soft.
- Click  on the call screen to resolve technical issues during calls
- Have the troubleshooting guide with you (available on the Alfred Health Telehealth webpage)
- Know who to contact for unresolved technical issues



## Etiquette

- Introduce all people present.
- Ensure callers can see & hear you clearly.
- Turn off mobile phones & silence other landline phones.
- Do not check your email or phone during the call.
- Due to conversation lag that may occur, be patient & allow other participants time to finish speaking.
- Agree on a plan for ongoing management & follow-up before the call ends.
- When ending a call make sure all video & audio equipment is switched off.