

Telehealth Guide for the Residential Aged Care Sector

Contents / Summary Points to Remember

- RMH offers outpatient clinic visits via video for residents of Residential Aged Care Facilities
- The telehealth service is a free service designed to reduce any unnecessary travel

About telehealth

Online videoconferencing, known as Telehealth, is available for Residential Aged Care residents when clinically appropriate. The consultation can be conducted with residents direct to your facility. **We welcome the involvement of the local healthcare team.**

What preparation is needed?

- **A private, well-lit area where you will not be disturbed** during the consultation
- **A good connection to the internet and one of these:**
 - **desktop computer** (can be Windows PC or an Apple Mac). You will also need to have a webcam with built in microphone connected. The [Google Chrome browser](#) is required.
 - **laptop / notebook computer** with the [Google Chrome browser](#) installed. A webcam and microphone is usually built into these
 - **Android smartphone or tablet** with [Google Chrome browser](#) installed
 - **iPhone or iPad** with the [HealthDirect app](#) installed. Always start your video call from the page on our website, not from the app.

How does it work?

Using your device, go to the RMH telehealth website to connect online to your RMH doctor.
www.thermh.org.au/telehealth

You will be able to see each other by live video through your computer/ iPad/smartphone.

Does someone from the facility need to be with the resident?

It is our strong recommendation that the resident is supported by a local team member.

Telehealth is an opportunity to connect with your service to provide better patient centred care.

The clinician may request the following information during the consultation:

- ✓ **Recent clinical observations e.g. Blood pressure, temperature, weight**
- ✓ **Results of pathology, blood test results**
- ✓ **Results of relevant radiology tests**

Having input from the local care team greatly improves the quality of the clinical interaction and helps staff get timely communication regarding the specialist care plan.

What are the advantages of telehealth?

- Less travel time for residents and reduced costs for attending the appointment
- Less disruption to residents' routine
- Improved communication flow between RMH and RACF team

What are the disadvantages of telehealth?

- The RMH clinician cannot physically examine the residents
- The video may fail, although this is rare and the consultation can be completed by phone.
- Video-consultation may not always be clinically appropriate. Your RMH clinician will decide if telehealth is suitable.

What if the resident prefers face to face consultation?

Residents can always choose a face-to-face consultation at the RMH if they prefer.

What about follow up?

Any follow-up appointment could be at RMH, with a local doctor or by telehealth video-consultation again. Investigations or tests may be arranged with your local services, or the patient may still need to come to the RMH. Prescriptions can be posted out.

What will it cost?

- There is no cost from RMH to your facility.
- You will be charged for any internet usage by your usual internet service provider.

How can we request telehealth?

- Ask your RMH doctor, nurse or healthcare team during your regular face to face appointment if you are interested in a telehealth video-consultation.
- Prior to the appointment please visit our website to conduct a test call.
- Go to www.thermh.org.au/telehealth . Please contact us if you require assistance.

Contact

Telehealth Team

Email:

Phone:

Practitioner / Patient notes

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