## Getting Started

## 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 practice Healthdirect Video Call account.
* Platform orientation session with the PHN for key account administrator
* 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 (admin or team member?)
* Configure your practice account
  + Set **Waiting area hours** (waiting area tab)
  + Add **Patient entry fields** (waiting area tab)
  + Add **Automated message** for patients in the waiting area (waiting area tab)
  + Enable call locking in **Call locks** (waiting area tab)
  + Customise **Short URL** (waiting area tab)
  + Set **Connection check behaviour** to **Permissive** and **Video quality pre-set** to **Adaptive** (call quality tab)
  + Add **Team Members** (Team members tab)
    - Each team member will need their own unique email address (only used to login)
    - Suggest having no more than two “Administrator” roles for backup
* 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’ in your clinical system?
  + How will you be sending your clinic online (virtual) waiting area to patients?
  + 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 for telehealth
  + Prescribing – will you use ePrescribing?
  + Refer to the [RACGP Telehealth consultations in general practice - Flowcharts](https://www.racgp.org.au/FSDEDEV/media/documents/Clinical%20Resources/Guidelines/Telephone-and-video-consultations-in-general-practice-Flowcharts.pdf)
* Provide training for staff on how to use Videocall: <https://help.vcc.healthdirect.org.au/95525-getting-set-up-with-video-call-for-the-first-time/webinars>
* 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.
* Run a test call on the platform - 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.
* Clinician and Patient resources: <https://help.vcc.healthdirect.org.au/templatesandguides/downloads>.
* 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**