

# Comprehensive Telehealth Checklist for Healthcare Providers

Reading time:

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Telehealth services use information and communication technologies to provide healthcare services and share health information. Telehealth can involve video or phone consultations and email.

This checklist has been designed to help practitioners provide safe and effective video consultations in accordance with the MBA, MBS, College and MIPS guidelines.

## Key messages:

- Determine clinical suitability of telehealth consultation
- Select a telecommunications service that is secure and complies with privacy laws.
- Record consent, health information, management plan including follow up
- Regulators may scrutinize your telehealth records and billings – appropriate record keeping is your best defence

## Before the consultation

- Obtain patient's informed consent
- Record patient's informed consent
- If appropriate, ensure you have referral letter
- Confirm the patient's contact details
- Where appropriate inform the patient about privacy policies or notices.
- Ensure telehealth session is organised via a secure video link
- Carry out a system test or any internet/phone connectivity before going live
- Ensure you have a contingency plan in case video/web conferencing fails
- Ensure you are in a safe, secure and distraction-free environment.
- Bring up the patient's health record, including phone number.

## During the consultation

- Introduce yourself and any other staff in the room (if applicable)
- Confirm patient is satisfied with audio and visual quality of video/phone call
- Verify the patient's identity, and the identity of anyone else in attendance
- Provide reassurance about privacy and confidentiality from your end
- Confirm the patient is in a private space
- Confirm ongoing consent to proceed with consultation
- Match the correct health record
- Explain any follow-up actions including costs (if applicable)
- Check for patient's understanding of follow-up actions

## After the consultation

- Write down consultation records

- Record any technical problems during the session
- Record any other non-technical problems during the session
- Schedule and monitor any follow-up activity
- If sending records electronically, label as confidential.

MIPS Membership benefits (including insurance cover) extend to technology-based health services you undertake, provided you (and the healthcare services) continue to meet the following guidelines:

- you meet the telehealth definition (as defined in clause 14.21 in the Indemnity Insurance Policy)
- your practice is in accordance with AHPRA, MBS and specialist colleges requirements, guidelines and advice.
- you hold current AHPRA healthcare practitioner registration
- you have appropriate training, experience and qualifications for the healthcare activities undertaken by you
- you have an appropriate MIPS membership classification for the healthcare activities undertaken by you.

If you do not meet the guidelines above or have a specific query/concern about telehealth and the services you provide, complete an online Practice Assessment Questionnaire for individual assessment.

#### References

[Telehealth video consultations guide](#)

[RACGP Telephone and video consultations in general practice: Flowcharts](#)

[MBS Privacy Checklist for Telehealth Services](#)

[MIPS Telehealth frequently asked questions](#)

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