



Conducting Telehealth Consultations

A Quick Guide

1.	Don't offer telehealth consultations if you are not comfortable with the format.	<input type="checkbox"/>
2.	Don't conduct a telehealth consultation if you don't think you can assess & manage the patient adequately, having regard to their condition & presenting complaint.	<input type="checkbox"/>
3.	Do get (or confirm) the patient's consent to proceed with a telehealth consultation. Consent should also include the assignment of benefits for Medicare funded telehealth services.	<input type="checkbox"/>
4.	Do record the correct MBS item number.	<input type="checkbox"/>
5.	Do consider the privacy issues associated with telehealth services conducted via video. Refer to the <i>Video Conferencing & Privacy</i> information sheet, here .	<input type="checkbox"/>
6.	Do make sure patient records are adequate, contemporaneous & meet professional standards by including, for example: <ul style="list-style-type: none">• Assessment;• Provisional & differential diagnosis;• Investigations ordered;• Management plan; and• Patient's verbal agreement to a telehealth consultation & the assignment of benefits (unless the patient will complete an assignment form).	<input type="checkbox"/>
7.	Do outline the follow-up procedure for any investigations ordered & any steps the patient needs to action (e.g. make appointments for pathology or DI)	<input type="checkbox"/>
8.	Do discuss with the patient the most practical way to issue a prescription (e.g. for collection or by email, either to the patient or their nominated pharmacy).	<input type="checkbox"/>
9.	Do outline (and action) any reporting/ communication between practitioners about the patient's ongoing care	<input type="checkbox"/>
10.	Do maintain records for telehealth consultations for the appropriate/ prescribed period.	<input type="checkbox"/>
11.	Do incorporate the telehealth consultation into the patient record.	<input type="checkbox"/>



MILLS
OAKLEY

For further information, or to discuss whether your practice is a candidate for a privacy impact assessment in relation to the integration or expansion of VC to support the delivery of telehealth consultations, please contact us.



Louise Cantrill
Partner

T: +61 2 8289 5846
M: +61 417 454 299
E: lcantrill@millsOakley.com.au



Natalie Butler
Special Counsel

T: +61 2 6196 5223
E: nbutler@millsOakley.com.au



Alec Christie
Partner

T: +61 2 8035 7959
M: +61 439 557 768
E: achristie@millsOakley.com.au



Vince Sharma
Partner

T: +61 2 6196 5202
M: +61 419 802 870
E: vsharma@millsOakley.com.au



Teresa Nicoletti
Partner

T: +61 2 8035 7860
M: +61 431 075 182
E: tnicoletti@millsOakley.com.au