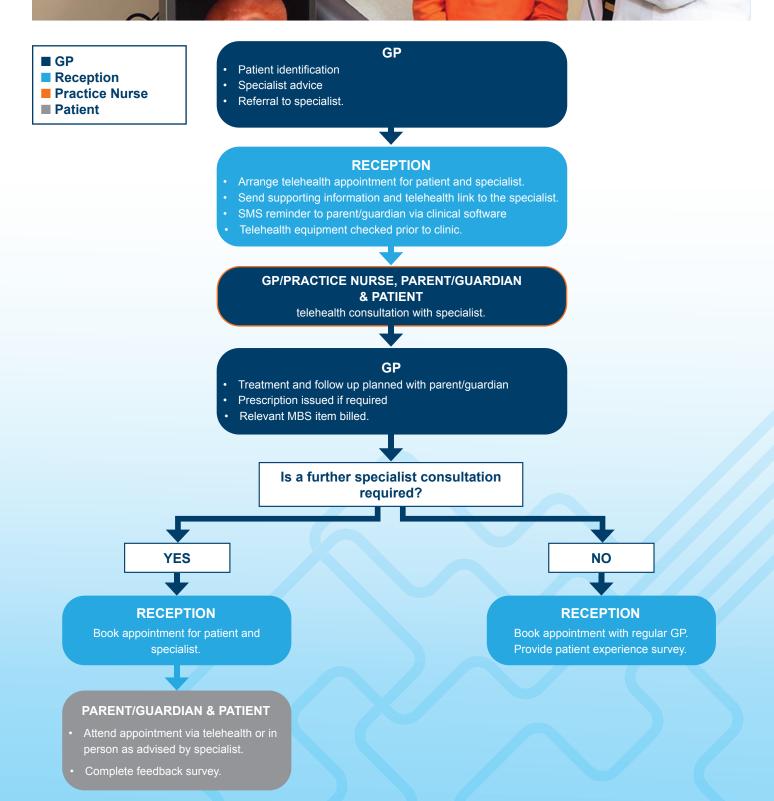




## MODEL OF CARE Specialist Telehealth Hub





# MODEL OF CARE Specialist Telehealth Hub

#### GP

- 1. Identify patient for the Telehealth Hub Specialist Clinic.
- 2. Discuss patient case with specialist.
- 3. Referral to specialist as required.
- 4. Confirm appointment in clinical software.
- 5. Book telehealth appointment online where applicable.

### RECEPTION

- 6. Arrange telehealth appointment for patient and specialist.
- 7. Book designated room when required.
- 8. Send supporting info and secure videoconference link to specialist to connect remotely to the telehealth session.
- 9. SMS reminder sent to parent/guardian one day prior to appointment via clinical software.
- 10. Check telehealth set-up in accordance with practice procedure.

#### **GP/PRACTICE NURSE, PARENT/GUARDIAN & PATIENT**

- 11. Patient measures and results sent to specialist prior to telehealth consultation.
- 12. Telehealth consultation with specialist 20 30 mins, unless a longer consultation is required.

#### GP

- 13. Discuss and document an agreed treatment plan with parent/guardian and patient.
- 14. Issue prescription if required.
- 15. Bill MBS item if attending the consultation and located in an eligible telehealth area.

#### RECEPTION

- 16. a. If no further specialist consultation is required
  - i. Arrange appointment with regular GP for follow up consult and treatment.
  - b. If a further specialist consultation is deemed necessary
    - i. Go to point 6 and repeat process.

#### **PARENT/GUARDIAN & PATIENT**

- 17. Following the 1st or 2nd specialist telehealth consultation it may be recommended by the specialist to present in person for a physical assessment and follow up treatment.
- 18. Complete feedback survey.