

Practical Considerations Guide

Phone Consultations

Set Up

- Consider using a desk phone on speaker, check volume cannot be heard from outside the room
- Do not shout
- Consider using a headset
- Quiet room

Patient Set Up

The person booking a telehealth appointment should ask the patient:

- That they will be in a quiet, private place for the appointment
- Advise the patient that they will receive a SMS or email to confirm the time of the telephone consultation
- Ensure the patient will be accessible for the call at the agreed time
- The patient is aware of any charges for consultation
- If you are using an email or messaging process for invoices, inform the patient to expect this and how they can pay.

Privacy and Informed Consent

- Privacy- who is outside the room and what can they hear?
- Etiquette- declare who is in the room
- If you are going to record a consult get consent to do so from the patient
- If a patient tells you they are going to record their consultation they do have the right to BUT you have the right to decline and offer an in person consultation
- Introduce yourself
- Ask for patient identifying information e.g., date of birth, full name, address
- Ask if patient has been informed about what they can expect from the telehealth consultation, potential risks, limitations and benefits
- Document in patient notes that it is a telephone consultation

Documentation

- Ensure you have appointment slots long enough to allow completion of documentation and other requirements as you would for in person consultations
- Documentation within your PMS follows all policy and protocols as for an in person consultation