

NZALS Telehealth Staff Reference Guide

1. The clinician will contact the patient to:

- Offer video consultation and discuss rationale for this.
- Obtain that patient's informed consent. Consent to cover following aspects:
 - Explain what the video consultation will involve, the platform being used (e.g. Zoom meeting or Skype for Business meeting), expected timeframe for session, and who will be present e.g. other clinicians, external providers.
 - Explain where the video consultation will be delivered from, e.g. private office space at NZALS or private home office space.
 - Explain that there are limitations to providing treatment when face-to-face physical examination is not available.
 - Inform patient that the use of remote consultation is voluntary.
 - Explain that transmissions through software platforms are encrypted and current guidance from NZ Telehealth Centre is that the risk of interception is low, however this could be a possibility.
 - Explain that clinician will write notes in patient's clinical record following video consultation as would normally happen during a face-to-face consultation.
- Confirm if patient would like the meeting invite sent via Zoom or Skype for Business
- Remind patient that if they have any urgent needs prior to video consultation they should contact the NZALS centre as usual.
- Verify the patient's email address by confirming the email address they would like the invite sent to and sending a 'test' email prior to sending appointment invitation.
- Add a copy of the acceptance email into the patient's electronic clinical record (Manaaki) as documentation of consent.

2. Prior to the scheduled video consultation, the clinician will:

- Ensure awareness of local escalation pathway if any wellbeing or safety concerns are identified during the consultation.
- Prepare for the video consultation prior to the call. e.g.
 - Have the patient's phone number on hand in case of technical issues.
 - Appropriate equipment for discussion and demonstration available.
 - Self-management advice and exercise resources available.

3. At the beginning of the video consultation the clinician will:

- Ensure NZALS name badge is visible to the patient during the video consultation and that they are in NZALS uniform.
- Ensure they are wearing headphones (especially if delivering consult from home office) to help protect patient privacy.
- Confirm the identity of the patient to ensure they are speaking with the correct individual. The use of 3 identifiers (e.g. full name, date of birth, address) will be used if it is the first meeting between patient and clinician.
- Confirm that the patient is currently in New Zealand.
- Inform the patient the space they are delivering the consultation from is private and that there is no-one in the room out of their view. Inform patient if consulting from a home office.
- Clarify whether anyone is present in the room with the patient and if so, confirm the patient consents to proceeding with the consultation in the presence of this person(s).
- Inform the patient the video consultation should not be recorded unless both parties' consent to this, and the telephone, message, and file sharing features of Skype for Business or Zoom cannot be used in the session.
- Re-explain the key points of consent, including:
 - The low risk of possible interception that can occur through software platforms
 - Explain limitations of the service that can be provided with video consultation technology compared to a face to face consultation
- Explain that the patient does not need to answer any question they may feel uncomfortable to discuss in a video conference format, and there are alternatives including muting the video call to have a telephone conversation or having a telephone conversation at another scheduled time. Agree on the way a patient can communicate to clinician that they do not wish to continue e.g. just say to me that you will give me a call or raise your hand and we can stop.

4. During the video consultation the clinician will:

- Discuss limitations of video consultation to address an issue if these are encountered during the consult.
- Ensure the patient is aware of the correct method to get in touch with further enquiries or additional questions after the appointment.
- Summarise the agreed plan and what resources (if any) will be sent through to the patient.
- Document clinical notes in patient's electronic clinical record (Manaaki) as per usual process, specifying this was a video consultation and the software platform used. Attach Digital Health Checklist to appointment in Manaaki.