

Occupational Therapy Department (Allied Health) Clinical Guideline

Telehealth – Occupational Therapy (Hand Therapy)

1. Overview/Procedure Description

This procedure outlines the process for Telehealth videoconference calls within the hand therapy team of the Occupational Therapy Department.

It supports the process of utilising telehealth as a means to review patients with hand injuries or hand differences with families or local providers.

** The decision to use telehealth is made by the clinician who is reviewing the patient to ensure that they are clinically appropriate for telehealth video-consultation.

2. Related Policy

Occupational Therapy general telehealth LSOP: <O:\LSOP'S and LCGs\LSOP - Telehealth.pdf>

RCH policy – Telehealth video-consultation:
https://www.rch.org.au/policy/policies/Telehealth_video-consultation/

RCH intranet staff info Telehealth info: <https://www.rch.org.au/telehealth/Admin/>

3. Definition of Terms

At The Royal Children's Hospital (RCH), Telehealth video-consultation is another way to provide a clinical consultation service to clinically suitable children and families across Victoria and interstate. For example, an Occupational Therapist (OT) at RCH may connect with a family who is at home, using video conference technology, to review upper limb/hand function progress post surgery. It may also be used in conjunction with a local service provider to deliver a joint session for smoother transition of care to regional therapists.

Telehealth	Healthcare delivery or related processes (e.g. education) delivered over a distance with the use of information and communications technology.
Unassisted telehealth	Telehealth service delivered by an RCH OT direct to the patient and their family, usually in their home. This mode of delivery can be used to observe, discuss and progress therapy.
Assisted telehealth	Telehealth service delivered by an RCH OT to the patient and family who are co-located with a local therapist who is or will be providing the ongoing upper

	limb/hand therapy/intervention.
Regional/rural patient	<p>Regional/rural patients are determined by the Australian Standard Geographical Classification (ASGC) Remoteness Area:</p> <p>http://www.abs.gov.au/websitedbs/D3310114.nsf/home/Australian+Statistical+Geography+Standard+(ASGS)</p> <p>http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/locator</p> <p>**At the time of writing, the Medicare Benefits Scheme (MBS) does not fund metropolitan patients to receive care via telehealth.</p>

4. Procedure Details

Responsibility

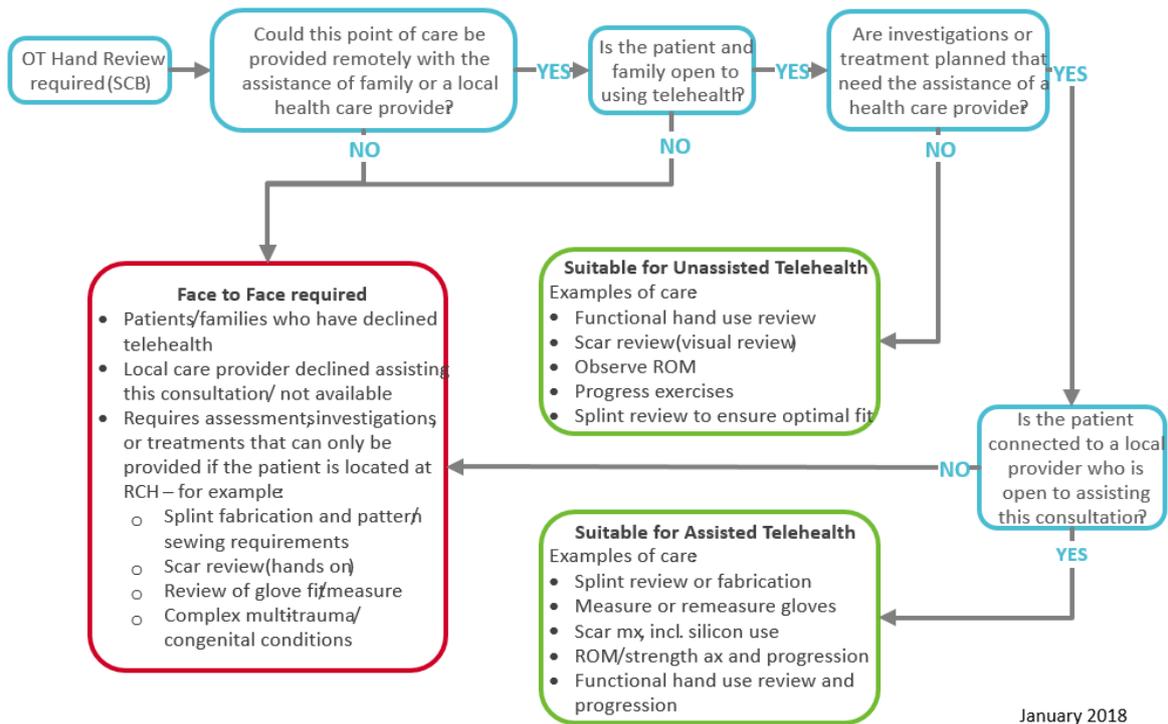
Clinician organising the telehealth consult	<ol style="list-style-type: none"> 1. Assess clinical suitability for delivering care by telehealth. This decision is supported by the <i>telehealth-enabled model of care (OT Hand Therapy) decision aid</i> (Figure 1). 2. <ol style="list-style-type: none"> a) Assisted Telehealth: contact local provider to organise appointment time and refer as per usual process. b) Un-Assisted Telehealth: organise follow up review with family as per usual process. 3. Ensure you specify type of telehealth appointment on EPIC EMR order for admin. 4. Send templates via email to the local provider (assisted) and/or families (un-assisted) with details of setup requirements and processes 5. Ensure room requested has camera availability. <p>See Appendix A for step by step process</p>
Allied Health Admin	Schedule review as per usual order process and send families appointment details via post.

Email Templates:

[Email templates\OT TELEHEALTH APPOINTMENT - Local Provider Setup Information.msg](#)

[Email templates\TELEHEALTH APPOINTMENT - Families.msg](#)

Figure 1: Telehealth Model of Care – Occupational Therapy (Hand Therapy)



What you will need for a Telehealth consultation:

1. A Healthdirect Video Call logon: E-mail rch.telehealth@rch.org.au and request a telehealth login.
2. A room with a computer and camera access – ideally one of the splinting rooms in SCB (1.812, 1.814, 1.815, 1.817) so required equipment is readily available.
3. Internet connection
4. Google Chrome browser (Version 58 or newer).
5. A telephone in case you need to call the family or local provider.

What to do on the day of telehealth consult:

1. Open Google Chrome browser
2. Go to www.rch.org.au/telehealth
3. Select RCH Staff Login button
4. Enter your email and password (you would have set this up after requesting a Healthdirect Video Call login) and click Sign in
5. Select 'RCH Waiting Area (Video Call)
6. Find the name of your patient and select their name
7. In the drop-down box, select Join (Note: it may take a few seconds to link the two video connections together)
8. During the video call, if you experience any difficulties connecting or with picture/sound quality then:
 - a. Click on 'Refresh' in the top right of the screen
 - b. Call the family on the phone number at the top of the screen and trouble shoot together (Refer to Troubleshooting Appendix.)
 - c. Alternatively use the toolbar at the bottom of the screen and click on 'Chat' to send a message to the family.

9. When you have finished your consult, click 'End' at the top right of your screen. (Closing the browser will not end the connection and you will remain logged into the call.)
10. Select 'Disconnect me and end video call'.

Troubleshooting

- If you experience technological issues see Appendix B for tips and tricks.
- Please feedback any issues to telehealth coordinator

5. Reference

RCH Policy: Telehealth video-consultation

(https://www.rch.org.au/policy/policies/Telehealth_video-consultation/)

Specialist clinics in Victorian public hospitals: Access policy

(<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/Specialist-clinics-in-Victorian-public-hospitals-Access-policy>)

6. Contacts

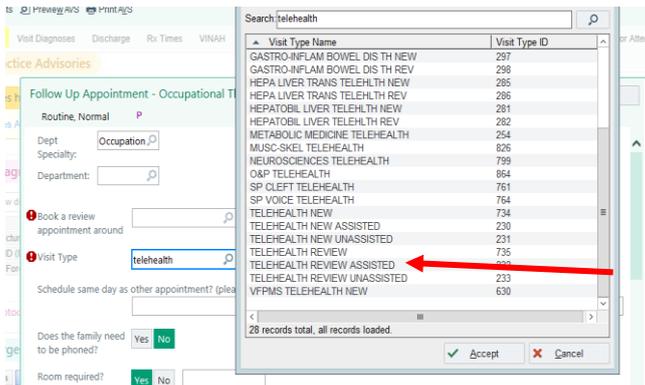
Ioanna Coutsouvelis Occupational Therapist ext 53780

Policy type	Local Procedure
Version	1
Revision	N/A
Author/Reviewer	Ioanna Coutsouvelis Occupational Therapist Chin-Mae Raymundo Telehealth Coordinator
Authoriser	Sue Greaves, OT Manager
Date authorised	30/01/018
Next review date	30/01/2019

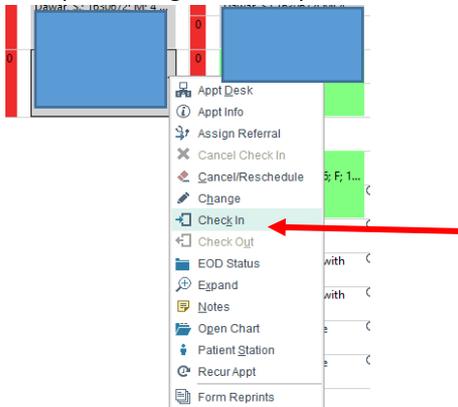
Appendix A: Step by Step Process for scheduling Telehealth

ASSISTED TELEHEALTH (WITH LOCAL PROVIDER)

1. Contact Local Provider to set up appointment time and obtain an email address.
2. Referral to local provider as usual process
3. Schedule **Assisted** Telehealth via EPIC: Ensure you request a room with a camera (1.812, 1.814, 1.815, 1.817)



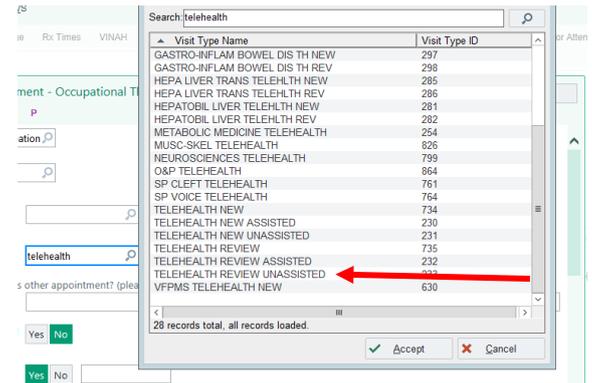
4. Email the local provider the details of telehealth and setup using the email templates:
[Email templates\OT TELEHEALTH APPOINTMENT - Local Provider Setup Information.msg](#)
5. Complete Telehealth; make sure you check in patient on snapboard: right click on patient name, select check in.



6. Complete notes/encounter as per usual outpatient process

UNASSISTED TELEHEALTH (PATIENT/FAMILY ONLY)

1. Organise outpatient appointment time as per usual with patient and family. Make sure you obtain and email address.
2. Schedule **Unassisted** Telehealth via EPIC: Make sure you request a room with a camera (1.812, 1.814, 1.815, 1.817)



3. Email family the details of telehealth appointment and setup using the email templates:
[Email templates\TELEHEALTH APPOINTMENT - Families.msg](#)
4. Admin sends out the information re: appointment time as per usual outpatient process.

Complete Telehealth as per steps 5 and 6 in **Assisted process**

Appendix B: Troubleshooting and Handy tips

Video Call troubleshooting reference



Many call issues can be fixed by clicking

Refresh

Meet minimum specs?



Windows PC with i5 processor and 3GB of RAM (Windows 7 or later)

Apple Mac with i5 processor and 3GB of RAM (OS X 10.5 or later)

Android-based smartphone or tablet (Android 4.3 or later)

iPhone or iPad with the Video Call app installed (iOS 9 or later)

More:

vcc.healthdirect.org.au/requirements

Latest Google Chrome?



Check version at www.whatbrowser.org
Update browser from <chrome://help>
Download new at www.google.com/chrome

Guides & further troubleshooting

vcc.healthdirect.org.au/makingcalls

©2017, Video Call

Can't hear others?

Speakers/headset:

Volume at audible level?

(If external) Plugged in securely?

(If powered) Switched on?

Being used by the computer?

Check computer's audio settings.

Hearing an echo?

Check computer's audio settings.

More: vcc.healthdirect.org.au/speaker

Can't see?

Web camera:

(If external) Plugged in securely?

Chrome using the correct camera?

Click camera icon in Call Screen's address bar; check access and selected camera.

Other software using the camera?

(Example: Skype also running)

May require computer reboot.

Firewall settings allow video stream?

Ask whomever looks after your firewall for help.

More: vcc.healthdirect.org.au/camera

Others can't hear you?

Microphone:

(If external) Plugged in securely?

Being used by the computer?

Check computer's audio settings.

Chrome using the correct microphone?

Click camera icon in Call Screen's address bar; check access and selected microphone.

Muted?

Either Call Screen, or device's audio.

Other software using the microphone?

(Example: Skype also running)

May require computer reboot.

More: vcc.healthdirect.org.au/mic

Poor video/audio quality?

Connection to Internet okay?

Check speed and latency at www.speedtest.net

Others on the network using lots of bandwidth?

(Example: Watching Netflix or YouTube)

Modem/router working properly?

(Wireless network) Get closer to access point.

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RCH Telehealth – Tips & Tricks

Sound check	Having trouble with hearing the sound/audio from the video call? Investing in either external PC speakers or a headset (over-the-ear headphones and microphone) might help assist with clearer sound.
Technical problems during your Video Call	Anytime you are experiencing any image or sound issues during the telehealth video call, click the red Refresh button. This button will automatically refresh the connection.
Find the right environment	To help get the most out of your telehealth video call, ensure you making the video call in a well-lit and quiet space
Test your equipment	It's a good idea to test all your equipment prior to your video call. To test your equipment, go to www.rch.org.au/telehealth/join and click Test Call
Unsure what Browser you're using?	To check what browser you are using, go to http://www.whatbrowser.org and check
Internet data	The telehealth video call will use roughly 450 megabytes of data on a PC for a 20 minute call. It will use 230 megabytes of data on a mobile device.