

Checklist for Telehealth

Key considerations are listed below to help you prepare for telehealth services with appropriate clients. As a health professional, you are obliged to assess the risks and take necessary precautions to provide clinical services through telehealth. **Please use this checklist in conjunction with our Telehealth Guidelines 2020 [available here](#).**

If you answer 'no' to any of the questions listed, you will need to consider strategies to minimise risk prior to commencing a telehealth service.

Getting Started

1. Have you considered which services are appropriate to offer through telehealth? Does this type of consultation suit your clients' needs?
2. Have you contacted your professional indemnity insurer about the provision of telehealth services?
3. How will you obtain informed consent specific to telehealth services? How will you ensure your client fully understands what telehealth entails and how it will be used in their circumstance? How will you maintain client privacy and confidentiality and store recordings or documents?
4. Do you have an appropriate workspace to provide telehealth services from? Consider noise, lighting and privacy.
5. Does your client have a quiet, private location and appropriate equipment to participate in a telehealth consultation? Consider the space needed and whether any tools or objects are required for the consultation.
6. Does anyone need to be on site with the client to help them participate?
7. If onward referral is required, are you aware of any services or other health professionals in the region where your patient is located?

Privacy and Confidentiality

8. Do your current policies, procedures and risk management protocols include storage of video recordings, images and teleconferencing? What processes are in place to deal with a data breach?
9. Does your telehealth software comply with regulations for electronic storage and transmission of client data? This includes MBS requirements if providing telehealth services through Medicare.
10. Can both you and your client access a secure internet connection?

Technology

11. Can you and your client access all required equipment to facilitate telehealth? A device, microphone, speakers/headset, reliable internet connection and software will be needed.
12. How will you help your client with technical difficulties that may arise? Is there a troubleshooting guide available for the software?

Billing

13. Have you obtained informed financial consent from your client about any out of pocket costs for telehealth? Please check our [FAQ and Resources on COVID-19](#) page for updates on funding and rebates available for telehealth.
14. How will you collect payment from your client following a telehealth consultation?