



MODEL OF CARE

Specialist Telehealth Hub

- GP
- Reception
- Practice Nurse
- Patient

GP

- Patient identification
- Specialist advice
- Referral to specialist.

RECEPTION

- Arrange telehealth appointment for patient and specialist.
- Send supporting information and telehealth link to the specialist.
- SMS reminder to parent/guardian via clinical software
- Telehealth equipment checked prior to clinic.

GP/PRACTICE NURSE, PARENT/GUARDIAN & PATIENT

telehealth consultation with specialist.

GP

- Treatment and follow up planned with parent/guardian
- Prescription issued if required
- Relevant MBS item billed.

Is a further specialist consultation required?

YES

RECEPTION

Book appointment for patient and specialist.

PARENT/GUARDIAN & PATIENT

- Attend appointment via telehealth or in person as advised by specialist.
- Complete feedback survey.

NO

RECEPTION

Book appointment with regular GP. Provide patient experience survey.

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.