

## Phone consultations

### Set-up

- quiet room
- use a head set or desk speaker phone, making sure the volume cannot be heard outside the room
- do not shout.

### Patient set-up

- The person booking a telehealth appointment should inform the patient:
  - To be in a quiet, private place for the appointment.
  - Advise 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 eg, date of birth, full name, address.
- Ask if the 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.