



Telehealth what you need to know about your assessment

Telehealth assessments are mlcoa's solution to delivering safe and efficient independent medical assessment services via video conference.

How does a telehealth assessment work?

Telehealth assessment allows you to connect with a medical specialist via a secure video conference link to undergo your independent medical assessment. It is just like a normal assessment, except you will be hearing and seeing the medical specialist via video.

Your assessment can be undertaken at any location where you have access to:

- + The internet (with reliable connectivity)
- + A webcam and microphone on a computer, a laptop or a mobile phone etc
- + A designated room for privacy.

A **telehealth** assessment may involve you and/or your medical specialist being separately located either at:

- + mlcoa's practice rooms
- + Home
- + A video conferencing business centre
- + A medical (or allied health) practice.

You may have a support person attend the **telehealth** assessment with you. However, just like a face to face assessment, the medical specialist will advise of any limitations, where applicable, to them being present throughout the assessment.

Other parties may also participate for part or all of the **telehealth** assessment. This may include:

- + A **mlcoa staff member** to undertake the usual tasks associated with sighting signed consents and undertaking your identity check at the beginning of the assessment
- + An **interpreter**
- + For physical conditions, a **medical and or allied health professional** to undertake the physical examination component of your assessment (where applicable) under the supervision and direction of the medical specialist
- + A **mlcoa staff member** acting in a chaperone capacity.

What happens before your telehealth assessment?

You will be sent an appointment confirmation from mlcoa and/or the referrer which will contain the following:

- + Date, time and location of your **telehealth** assessment
- + This information sheet
- + The web-based link to directly connect you to your **telehealth** assessment along with information on how set up the video conference service.

This appointment confirmation will also contain a consent form for you to read, complete and sign – this is important so that you understand what is involved in a **telehealth** assessment, and to ensure you are agreeable to participating on this basis. The usual consent form(s) associated with anyone undertaking an independent medical assessment will also be attached.

If you will be located at home and would like mlcoa to test your internet connectivity before the **telehealth** assessment, then please call us before the day of the assessment, and we can test this with you.

If you would like to provide any additional documents for the medical specialist to consider please do so at the time of receiving your



appointment confirmation and before your **telehealth** assessment. Please upload or scan this information and email to us. Any documents you provide that the medical specialist considers are relevant to the purpose of your assessment, will be listed in the medical specialist's report, and attached to the medical report provided to the referrer.

On the day of your telehealth assessment

- + Click on the link contained in your appointment confirmation 15 minutes prior to your appointment time.
 - This also gives you and mlcoa time to trouble shoot any technical issues.
- + Have your completed and signed consent forms with you, along with some form of photo identification (eg. driver's license, passport).
 - You may be asked to separately hold up to your webcam your photo identification and your signed consent forms so these can be witnessed by either the medical specialist, or a mlcoa staff member, before the **telehealth** assessment commences.
- + If you are unable to print and sign the consent form you can either:
 - provide a verbal consent on the day of your telehealth assessment which mlcoa will note in writing on the form and provide a copy to you, **OR**
 - send us an email consent that states:
 - Full Name
 - Date
 - Photo identification number (eg. driver's licence or passport)
 - I confirm that I have read and understood the consent forms attached.
 - I confirm I consent to participating in the telehealth assessment.

Please ensure you also attach to the email the consent forms that we sent you. This is so we have verification of what you are consenting to.

- + Switch your mobile to silent or turn off (if you are using a computer or laptop to connect).
- + During the assessment remain in front of the webcam to help maintain a clear two way view between you and the medical specialist.
- + Speak clearly so that your voice can be picked up by the microphone.
- + You can ask any questions you may have before, during or after your assessment.
- + Similar to a face to face assessment, if you are uncomfortable, you may ask to finish the assessment at any time.

What happens if there are connectivity or technological issues?

Sometimes an independent medical assessment via video conference cannot proceed due to unexpected technical difficulties before or during the assessment. Where this occurs, you will be contacted by a mlcoa staff member or by the medical specialist to advise whether the appointment can proceed or be completed, or whether it needs to be rescheduled.

Privacy and Confidentiality

All assessments undertaken via **telehealth** assessment are private and secure to the extent possible and will not be recorded. You cannot make your own recording of the **telehealth** assessment.

The same privacy and confidentiality requirements that apply to face to face assessments apply to **telehealth** assessment.

If you have any questions regarding your telehealth assessment, please contact your local mlcoa office:

Ph 1800 mlcoa1 (1800 652 621)
E contact@mlcoa.com.au