Telehealth checklist

Physical set up for digital practice

- Camera
    - stable
    - eye level
    - potential to move to a position adjacent to demonstrate
    - highest resolution you can afford (external webcam is better, but in-built laptop will work, e.g. Logitech HD 1080p)
    - laptop riser to bring camera to eye level e.g. Tiny Tower Stand
    - tripod with a Phone/tablet holder, and/or screw fitting for webcam

- Lighting
    - light source (window) in front of you
    - soft lighting lamp for low light conditions (e.g. travel lamp or ring light)

- Audio
    - corded headphones
    - bluetooth earbuds e.g. Airpods for movement freedom

- Space
    - small open space adjacent to computer for movement demonstrations

- Props
    - mat
    - joint models
    - basic fitness equipment that the patient may have at home or can easily order online, e.g. bands, fitball, hand weights

- Background
    - cosy but professional
    - anatomical image on wall
    - branding or sign
    - plant
    - doors closed

Tech platforms for digital practice

- Practice Management Software
    - eg. Cliniko, Nookal

- Intake Forms
    - eg. Typeform, Cognito forms, CliniqApps

- Online bookings
    - eg. Cliniko, Nookal, Calendly

- Payment
    - eg. Medipass, Cliniko, Nookal, Stripe, Paypal

- Video software
    - eg. Coviu, Cliniko, Physitrack, Doxy.me

- Exercise prescription software/app
    - eg. Physitrack

- Project management for follow up etc
    - eg. Process.st, Tallyfy

Legal, safety, security

- Indemnity insurance covers online consultations

- If patient is located outside of Australian jurisdiction, check you meet the other country's telehealth regulations

- Check video software meets Australian Privacy Principles

- Your website has official Terms and Conditions, and Terms of Use created by a lawyer e.g. You Legal

- All gadgets used to access sensitive patient data are only accessible by approved parties

- All passwords used to access softwares containing sensitive patient data are secured, and only accessible by approved parties

- Once all a patient's digital images, files and photos are secured in the PMS, they are deleted from your downloads folder, desktop, cloud storage and digital bin

- Patient consent for all or partial recording of video consultations

It's time for your video consult

- Dress like you would for a bricks and mortar clinic

- Log in at least 15 minutes early to check video platform, camera and audio are working well

- Ensure you have a way to reach the patient, and vice versa, in case of tech issues, e.g. email, and monitor your inbox

- Review client details if you have a previously submitted intake form

- Prepare a backup internet source if possible (e.g. 4G as well as Wi-Fi)

- Prepare a backup video software in case required

- Prepare a backup gadget in case required (e.g. phone on a tripod if laptop has issues)

- Ensure you have props within reach, e.g. anatomical models, rehab equipment

- Smile, and remember to look at the camera, not your screen!