

Video Consultations

Using Manage My Health (MMH)

Virtual health involves providing clinical health services, education and care to patients remotely using emerging and new digital and telecommunication technologies. The Royal New Zealand College of General Practitioners supports the use of telehealth and technology-based services where it assists GPs and rural hospital doctors to provide safe, quality health care, improve health equity and increase service efficiency.

A video appointment is where the doctor and patient use information and video conferencing technologies to communicate with each other. Visual and audio information are exchanged in real time but the doctor and patient are not physically present in the same consultation room (The New Zealand Medical Council).

WHAT TO CONSIDER WHEN OFFERING VIDEO APPOINTMENTS?

1. Promoting the opportunity to patients
2. Type of video technologies to use and how to carry out the appointment
3. How patients book for a video appointment
4. What, how and when to charge
5. Getting prescriptions, lab test forms etc. to patients after the consult
6. Integration with PMS/portal

TIPS FOR UNDERTAKING VIDEO APPOINTMENTS IN THE PRACTICE

1. Promoting the opportunity to patients
 - Print posters and place them in strategic areas in the practice including the bathrooms
 - Print brochures or wallet cards for all staff to give to patients
 - Include information about video appointment in practice newsletters
 - Add a line about video appointments to patient recall or results letters
 - Video appointment information dominantly

displayed on the home page of the website

- Send out a bulk email or TXT/SMS message to your patients
- Post an article on social media such as Facebook or Twitter
- Update your after-hours message to tell patients they can book video appointments

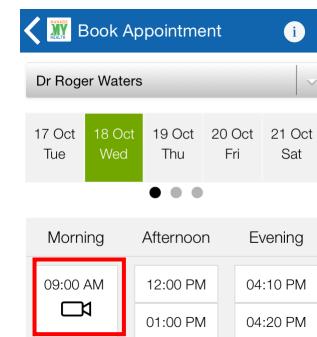
NB: When video consultations ‘go live’ through MMH, a welcome email is automatically sent out to all your patients who are signed up for the portal explaining this new feature.

2. Type of video technologies to use and how to carry out the appointments

- MMH have developed integrated video functionality. This is app based for patients
- MMH recommend that practitioners access the MMH App via a Tablet device
- Once you launch the App, click on ‘appointment book’ to connect in to the consultation

3. How patients book for a video appointment?

- Via MMH, video appointments can be booked through the normal ‘book appointment’ pathway. Video icons are shown to indicate video timeslots



4. What, how, when to charge

- ProCare strongly encourages you to charge the same amount as you would for a face-to-face consult (based on providing a 15 minute video

appointment.

- MMH charge you a fee per video appointment.
- MMH are working on a payment gateway so the patient will be charged prior to having the video appointment.

5. Getting prescription, lab tests etc. to patients after the appointment

- As part of the video appointment, if medication is going to be prescribed, ask the patient which pharmacy they would like to collect the prescription from and fax the prescription straight to pharmacy.
- If lab test/ X-Ray is ordered, fax to location that patient will be visiting.

6. Integration with PMS/portal

- Once an appointment is booked, this will show as MMH.VC in the medtech appointment book.

HOW DO WE GO ABOUT STARTING VIDEO APPOINTMENTS IN OUR PRACTICE?

Contact our Health Care Home Programme Manager Lindsay Havens for further information and assistance. Lindsay can connect you up with the team at MMH that can come out to the practice and give a full demonstration of the solution.