STEP 1: ASSESS NEEDS & ENVIRONMENT

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| Community Needs |
| List the healthcare needs which could be better serviced in your community. |
| Which of these needs could a TeleHealth programme service most effectively? (List in order of priority.) |
| Which healthcare services require your local residents to travel? |
| Do you believe that members of your community would be ready for a TeleHealth programme? |

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| Organisational Environment / Human Resource Needs |
| Is your organisation ready to support a TeleHealth programme? |
| Are there healthcare workers operating regularly in your community who could champion a TeleHealth programme or is a new recruit required? |
| Is there someone within the organisation who is willing to lead the implementation of a TeleHealth programme? Who is driving this programme clinically? Who would have authority over the programme? |
| Are members of your organisation aware of TeleHealth and its benefits or does time need to be spent educating employees on how a programme will benefit the organisation? |
| Is there budget available to support a TeleHealth programme? If not, how will the programme be funded? |

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| Technological & Administrative Needs |
| Are there any technological barriers to be addressed prior to developing a TeleHealth programme? |
| Does the organisation have a dedicated IT department/employee who will help support the programme? |
| Are there any administrative barriers such as scheduling and room availability that need to be addressed prior to developing a TeleHealth programme? |