

STEP 2: INVESTIGATE TECHNOLOGY, COSTS & TRAINING

Technology Requirements & Cost

Which TeleHealth services has our organisation decided to provide to the community?
What type of technology is required to run these services?
Do we already own any of the equipment required?
What are the costs of purchasing new equipment to start a TeleHealth programme?
Does the manufacturer offer a maintenance contract, and if so, what is the cost?
Do we have a fast enough network connection speed, and if not, what is the cost of upgrading to the required speed?

Other costs or savings?

Do we require additional staff to run a TeleHealth programme? Or could an existing role be modified to include TeleHealth coordination? If a new hire is required, estimate their salary.
Do we have the facility space to offer a TeleHealth programme? If not, what are the costs of hiring extra rooms/renovating to create more space?
How could implementing a TeleHealth programme offer cost savings to our organisation? Can we quantify how much could be saved each year?

Training requirements

Will users in our organisation need to be trained to use the equipment?

Is there someone in-house who can train staff or does the equipment manufacturer offer training?

Are there any costs associated with training?