

Telehealth checklist

Use this checklist to make sure you are prepared for your telehealth appointment.

Will your appointment be bulk-billed or subsidised by Medicare?

Do you have right online program downloaded for the appointment?

Have you tested your device's camera, microphone and speakers?

Do you have headphones to use for 'sensitive' conversations?

Have you shut down other websites and applications on your device to maximise bandwidth?

Have you made note of the questions or symptom concerns you want to ask your doctor or healthcare professional?

Have you got a list of current medications and dosages and checked whether you need additional scripts?

Do you have a pen and paper at hand to take notes during your appointment?

Do you know your health care provider's phone number (in case of technical issues)?

What are you wearing? (eg, baggy clothing may conceal movement and loose slippers may pose a slip and trip risk)

Where will you be seated for your telehealth appointment? (avoid having the light source behind you)

Will you need to prop up your device?

Have you limited background noise? (eg, turned off the radio, asked others in the household to keep quiet)

Is there enough space around you if you need to demonstrate movement.
Can you minimise hazards (eg, put pets outside, move loose rugs)?

Is a family member or care attendant available to help you film your appointment and/or act as a support person?