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Webinar

Telehealth: How to make it work

Monday 18 June 2018

“Working together. Working better.”

Supported by The Royal Australian College of General Practitioners, the Australian Psychological Society, the Australian College of Mental Health Nurses and The Royal Australian and New Zealand College of Psychiatrists

Tonight's panel



Dr Jonathan Ho
General Practitioner



Dr Louise Roufeil
Executive Manager of
Professional Services - APS



Ms Julianne Whyte
Social Worker



Ms Jacintha Bell
Occupational Therapist



Facilitator: Dr Konrad Kangru
General Practitioner

Audience tip:

Click the 'Open Chat' tab at the bottom right of your screen to chat with other participants.
NB: chat will open in a new browser window.

Ground Rules

To ensure everyone has the opportunity to gain the most from this live event please:

- **Be respectful of other participants and panellists:** behave as you would in a face-to-face activity.
- Interact with each other via the **chat box**. As a courtesy to other participants and the panel, please keep your comments on topic. Please note that if you post your technical issues in the participant chat box you may not be responded to.
- Need help? Click the **technical support FAQ tab** at the top of your screen. If you still require support, call the Redback Help Desk on **1800 291 863**.
- If there is a significant issue affecting all participants, you will be alerted via an announcement.

Audio issues?

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1800 896 323
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Learning Outcomes

Through an exploration of telehealth for rural and remote patients, this webinar will provide you with the opportunity to:

- Recognise client suitability for telehealth services
- Identify risks associated with telehealth services
- Outline procedures such as contingency plans, privacy, informed consent, staff training and record keeping for the telehealth setting.

Supporting resources are in the library tab at the bottom right of your screen.

Introduction

- Webinar 1: *Improving your practice with Better Access's new telehealth options*
www.mhpn.org.au/WebinarRecording/89/
- Telehealth must be online, NOT phone only.
- Register with Medicare: eligible professions are Occupational Therapists, Social Workers and Psychologists.
- FAQs available at Department of Health (DoH) website:
www.health.gov.au/internet/main/publishing.nsf/Content/mental-ba-telehealth
and Australian Psychological Society (APS) website: www.psychology.org.au/for-the-public/Medicare-rebates-psychological-services/Medicare-FAQs-for-the-public/Telehealth-services-provided-by-psychologists/Telehealth-psychological-services-rural-remote
- Only for Australian clients living in MMM 4-7
www.health.gov.au/internet/main/publishing.nsf/content/modified-monash-model

Suitability

- Appropriate therapy for telehealth
- Anxious clients
- Self-harm behaviour
- Principles
- What works?

How to Engage GPs

- Follow up calls/checking in with clients
- GP/community/practice settings
- GP initial engagement important for longevity

Risks

- What are the risks?
 - Friends in the house
 - Informed clients
 - Treat like face to face consult
 - Contacts eg: next of kin, GP contact, emergency services
- Risks of not providing a service
- Borders eg: NSW/VIC
- Mandatory reporting

Contingency Plans

- What if it's not working well?
- Informed consent
 - the importance of the 4th session
- Dropouts – what to do if the consult ends unexpectedly
- Non-verbal body cues – what to look for

Q&A



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*Submit a question –
click the tab at the
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NB: it may not be possible
to answer all questions.

Thank you!

- Please **complete the survey feedback** before you go.
- Click the **survey feedback** tab at the top of your screen to open the survey.
- You will be emailed a Certificate of Attendance for this webinar within four weeks.
- All participants will be emailed a link to the online resources associated with this webinar within two weeks.

Your Feedback
is important – please
click the 'Feedback
Survey' tab to open the
survey

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For more information about MHPN networks and online activities, visit www.mhpn.org.au

**Thank you for your contribution
and participation**

Good evening

Audience tip:

Your feedback is important to us – please click the 'Feedback Survey' tab to open the survey