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How to set up a telehealth environment

TONIGHT'S PANELLISTS

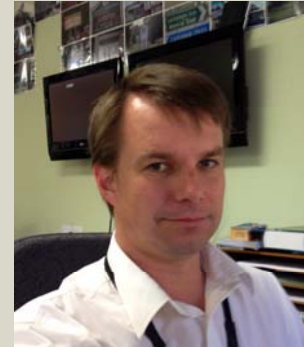


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- **Dr Jarret Johnston**

Orange based psychiatrist and Chair of tonight's webinar



- **Dr Murray Chapman**

Clinical Director Kimberley Mental Health and Drug Service, Associate Professor (UWA), and a consultant psychiatrist based in Broome



- **Dr Peter O'Brien**

Grafton based psychiatrist



OUTLINE OF WEBINAR



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- Chair will provide brief overview of webinar and orientation
- Dr Murray Chapman will discuss how to set up a telehealth environment
- Expert panel discussion and case vignettes
- Question and answer from webinar participants

HOUSEKEEPING



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- There are 136 psychiatrists enrolled to attend. The 3 panellists can't see or hear you so if you are having technical problems please contact Redback [the conference organisers] as per their instructions
- We will accept questions sent to my message box [bottom right hand corner of your screen] throughout the sessions but won't be discussing them until the panel discussion at the end
- The 3 panellists are on a land line so if their picture drops out you will still be able to hear them
- Each panellist's face will be displayed when they are speaking and all 3 panellists will be visible to audience during question time

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- Please keep the questions succinct and direct as there will be little opportunity for dialogue between question asker and speaker
- You will be able to provide feedback about the webinar in the exit survey questions at the conclusion of the session
- Should any participants experience issues joining or viewing the webinar, please call Redback for support on 1800 733 416

Acknowledgements



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Australian Government
Department of Health and Ageing

Telehealth Working Group

Dr Ken Fielke (Chair)
A/Prof Steve Macfarlane
Dr Scott Chambers
Prof Philip Morris
Dr Murray Chapman
Dr Renate Mundl
Prof Greg Carter
Dr Duncan Wallace
Dr Errol Jacobson
Dr Peter O'Brien
Dr Jarret Johnston
Dr Syed Shah
Dr Lana Kossoff

DEVELOP A MODEL FOR TELEHEALTH



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Consider:

- Who?
- How?
- What?
- When?

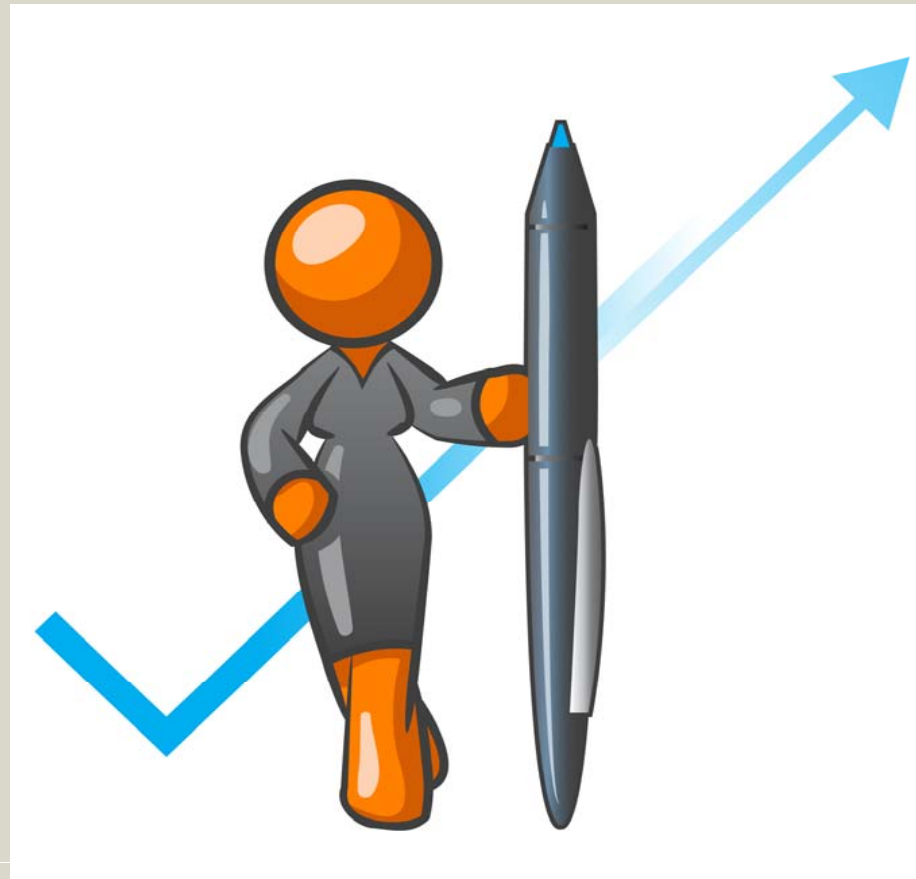
The way you provide telehealth can evolve and change over time

BUSINESS CONSIDERATIONS



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TECHNOLOGY REQUIREMENTS



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IT PLATFORMS



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- You should be confident that the technical solution they choose satisfies the MBS item descriptor and that software and hardware used to deliver a telepsychiatry consultation meets the applicable laws for security and privacy.
- When considering a range of technology platforms, no one specification is a determining factor in success.

IT PLATFORMS



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Consider:

- any legal (privacy and security)
- safety and clinical effectiveness implications
- the overall use for videoconferencing
- the people they intend to video consult with
- hardware
- software
- internet speeds
- dedicated video equipment
- IT environment

UNEXPECTED TECHNICAL CIRCUMSTANCES



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ON-BOARD INCENTIVE



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- A specialist becomes eligible to receive an On-Board incentive payment after they provide their first telehealth service.
- Incentive is paid in 2 instalments.
- The first is paid after the first valid Telehealth MBS claim is processed by Medicare and the second is paid after the 10th valid Telehealth consultation.



ON-BOARD INCENTIVE



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MBS Telehealth Video Consultation Incentives	2012-2013	2013-2014
On-board incentive		
1st on-board instalment	\$1600	\$1300
2nd on-board instalment (paid if 10 valid services provided before end of program)	\$3200	\$2600
Total on-board incentive	\$4800	\$3900
Telehealth service incentives paid when an eligible practitioner provides a service (paid quarterly)		
Specialist Service	\$48	\$39
Telehealth Bulk Billing Incentive (paid quarterly)		
Extra Telehealth Bulk Billing Incentive paid when the practitioner bulk bills a service	\$16	\$13

MBS REBATES ELIGIBILITY



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- located outside RA1, major cities (Note that www.doctorconnect.gov.au provides a look-up facility and Darwin and Hobart are not major cities)
- a care recipient at a Residential Aged Care Facility (regardless of location)
- in an eligible Aboriginal Medical Service or Aboriginal Community Controlled Health Service
- The patient and remote psychiatrist are at least 15 kilometres apart. The minimum distance requirement does not apply to residents of Aged Care Facilities or patients of an Aboriginal Medical Service or Community Controlled Health Service.

GETTING THE PATIENT'S AUTHORISATION



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For more information on how to set up an email agreement visit
www.medicareaustralia.gov.au/provider/incentives/telehealth/information-bulk-billing.jsp

BILLING



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To bill an MBS item for a psychiatrist video consultation (item 288) all of the following conditions must be met:

- an associated item that relates to the psychiatrist's service must be billed (291, 293, 296, 300, 302, 304, 306, 308, 310, 312, 314, 316, 318, 319, 348, 350 or 352)
- the service must be rendered in Australia
- the service must be provided via video conferencing (where both video and audio communication between the patient and specialist occurs)
- the patient must be located in a Telehealth eligible area and at the time of the attendance - at least 15 kms by road from the psychiatrist; OR is a care recipient in a residential care service OR a patient of an patient an Aboriginal Medical Service; OR an Aboriginal Community Controlled Health Service for which a direction made under subsection 19 (2) of the Act applies.

medicare

TELEHEALTH ITEM NUMBERS



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Item No	Scheduled Fee \$	Assigned Benefit (85%) \$	Telehealth Item No 288 (derived – 50% of scheduled fee) \$	Assigned Telehealth Benefit (85%) \$	Total Assigned Benefit \$	Telehealth Service Incentive (accrued amount paid quarterly) \$	Telehealth Bulk Bill Incentive (accrued amount paid quarterly) \$	Total Assigned Fee plus additional incentives \$
291	452.65	384.80	226.33	192.38	577.18	48.00	16.00	641.18
293	282.95	240.55	141.48	120.25	360.80	48.00	16.00	424.80
296	260.30	221.30	130.15	110.63	331.93	48.00	16.00	395.93
300	43.35	36.85	21.68	18.42	55.27	48.00	16.00	119.27
302	86.45	73.50	43.23	36.74	110.24	48.00	16.00	174.24
304	133.10	113.15	66.55	56.57	169.72	48.00	16.00	233.72
306	183.65	156.15	91.83	78.05	234.20	48.00	16.00	298.20
308	213.15	181.20	106.58	90.59	271.79	48.00	16.00	335.79
310	21.60	18.40	10.80	9.18	27.58	48.00	16.00	91.58
312	43.35	36.85	21.68	18.42	55.27	48.00	16.00	119.27
314	66.65	56.70	33.33	28.33	85.03	48.00	16.00	149.03
316	91.95	78.20	45.98	39.08	117.28	48.00	16.00	181.28
318	106.60	90.65	53.30	45.31	135.96	48.00	16.00	199.96
319	183.65	156.15	91.83	78.05	234.20	48.00	16.00	298.20
348	126.75	107.75	63.38	83.87	161.62	48.00	16.00	225.62
350	175	148.75	87.50	74.38	223.13	48.00	16.00	287.13
352	126.75	107.75	63.38	83.87	161.62	48.00	16.00	225.62

SET UP OF ROOM



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LIGHTING



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BACKGROUND COLOUR



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SOUND



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FIELD OF VIEW



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PRIVACY



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CHAIR PLACEMENT



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VIDEO ETIQUETTE



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- Introductions
- Making eye contact
- Picture in picture
- Having a conversation
- Body language
- Feeling awkward?
- Concluding the consultation
- Clinician-patient etiquette

CASE SCENARIOS



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QUESTIONS



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WHERE TO FIND FURTHER RESOURCES



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- All telehealth resources will be made available on the RANZCP Telehealth website <http://www.ranzcp.org/Resources/Telehealth-in-psychiatry.aspx>
- To contact Petra Crawshaw, RANZCP Telehealth Officer, please email petra.crawshaw@ranzcp.org or phone 03 9601 4969.