



Attending your Preadmission Appointment Using Telehealth

What is Telehealth?

Telehealth is a way for healthcare providers, patients and their carers to access and manage aspects of care virtually.

It uses technology (like computers and mobile phones) to connect people in different locations.

The appointment happens in a similar way as attending your appointment at the hospital. One of our preadmission nurses will contact you to discuss your healthcare needs in preparation for your admission to Burnside Hospital.

Why Use Telehealth?

Telehealth may be an easier and a more convenient way to attend appointments, such as:

- Your travel and accommodation costs are reduced
- There is less disruption to your family or work routine
- We can talk to a family member or carer at the same time as speaking with you if you require assistance.
- We can still safely conduct an appointment during a time of disruption (such as a COVID-19 pandemic)

When the appointment is arranged, we will discuss if Telehealth is the right option for you and identify the best approach based on your needs.

Prerequisite

Having a stable internet connection is the most important requirement to ensure we have a quality connection.

Burnside Hospital will provide you with a link to the hospital when you arrange your appointment. You do not need to purchase any software to participate, though you may need to download the Zoom app to your device if you have not already done so.

The Zoom meetings application is supported on all major mobile devices (iOS and Android), laptops and desktops (Windows and MacOS) –however it does require a device with a built in camera or external webcam with microphone.



If for any reason the connection fails, and we cannot quickly correct it, we will disconnect and call you to conduct the assessment or if able, arrange an appointment to attend the pre-assessment clinic.

What happens before my appointment?

You will be provided with all the information you need before your appointment:

- The date and time
- Who will attend
- How the technology will be set up

The preadmission nurse who speaks with you may need to share your information with your allocated anaesthetist or a physician. Be assured that all information shared is sent securely to ensure your privacy.

What happens during my appointment?

The preadmission nurse will introduce themselves at the beginning of the appointment.

You may choose for a family member or carer to attend the appointment as well.

Your appointment will be conducted similar to a face-to-face appointment and you will be asked questions about:

- Your past medical history
- Your allergies
- Your medications
- Your home situation i.e. if you need any assistance with daily activities such as showering and dressing.
- What you think you may require after discharge

It is essential that we have your Patient Admission Form prior to your appointment. This can be accessed on line on our website, if we do not have this, the appointment will not proceed.

What if I have questions?

You can ask questions at any time during your appointment so in preparation it is a good idea to think about any questions you may have before your appointment, write these down.



Set up a suitable space for your virtual appointments

It is helpful if you are in a quiet space free of distractions when we call. Please be mindful of loud noises, e.g. the television or appliances. Lighting is also important, don't sit with your back to a window as the light can flood the camera making it difficult to see you.

If you use the self-view feature when you log on, take notice of what you can see so you feel more comfortable when we connect with you. Your appointment will be easier if you don't have to worry about holding your device. It is important that we can see you when we are completing our assessments. Set up your device so it is at eye level and captures a close up view rather than a distant view of you.

Be punctual

If you have tested your connection you will only need to connect 5 minutes before your appointment time.

If you are unable to attend your appointment please call 8202 7222 Ext 8541 to cancel and reschedule your appointment.

Confidentiality and maintaining your privacy

Be assured that all appointments conducted using telehealth are private and secure. Telehealth appointments will **NOT BE RECORDED**. As with face to face appointments, notes will be taken during your telehealth appointment by the nurse, and entered into your medical record in preparation for your admission.