

Preparing Telehealth Devices in Residential Aged Care

To support timely virtual consultations, telehealth devices should have key resources, referral pathways and clinical information saved in advance.

The items below are examples of useful links, contacts and systems that can help staff quickly access information during telehealth consultations.

Save your local **Residential In-Reach referral page** to bookmarks

Save your local **Specialist Palliative Care referral page** to bookmarks

Ensure a **clinical email account** is accessible on telehealth devices

Save the **Medical Support Checklist** to telehealth devices

Save **resident and family telehealth information**

Bookmark your preferred **interpreting or translation service referral page**

Bookmark the **Victorian Virtual Emergency Department (VVED)** webpage

Bookmark **HealthPathways Melbourne** for local clinical pathways and referral guidance

Ensure telehealth devices can **access the resident management system**

Ensure telehealth devices can **access the electronic medication management system**

Save the **Palliative Care Advice Service (PCAS)** contact details (1800 360 000)

Ensure **resident care plans and after-hours action plans** are accessible on devices