

CdmNet Telehealth Conferencing Guide

Linking your WebEx account to cdmNet

To activate Telehealth Conferencing in cdmNet, you first need to create a linked account with your WebEx credentials. If you do not have a WebEx account, you can create one at webex.com.au

1. Click **Preferences** in the top right corner of cdmNet (Fig. 1)
2. Scroll down to the **Linked Accounts** section and select **Add Linked Account** (Fig. 1)

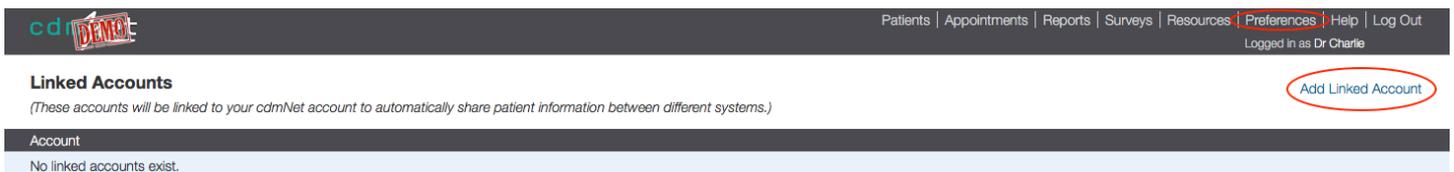
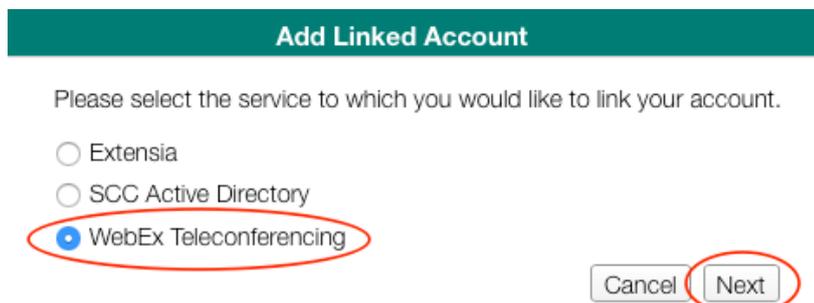


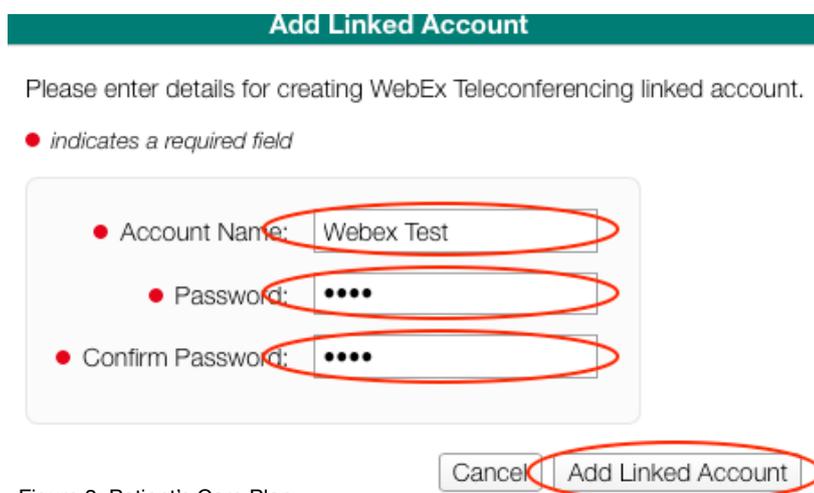
Figure 1: Patients List

3. Select **WebEx Teleconferencing**, and click **Next** (Fig. 2)
4. Enter your WebEx account details, and click **Add Linked Account** (Fig. 3)



The screenshot shows the 'Add Linked Account' form. The title is 'Add Linked Account'. Below the title, there is a prompt: 'Please select the service to which you would like to link your account.' There are three radio button options: 'Extensia', 'SCC Active Directory', and 'WebEx Teleconferencing'. The 'WebEx Teleconferencing' option is selected and circled in red. To the right of the options are two buttons: 'Cancel' and 'Next', with 'Next' circled in red.

Figure 2: Patient's Care Plan



The screenshot shows the 'Add Linked Account' form. The title is 'Add Linked Account'. Below the title, there is a prompt: 'Please enter details for creating WebEx Teleconferencing linked account.' There is a legend: '● indicates a required field'. Below the legend, there are three input fields: 'Account Name:' with the value 'Webex Test', 'Password:', and 'Confirm Password:'. All three fields are circled in red. At the bottom right, there are two buttons: 'Cancel' and 'Add Linked Account', with 'Add Linked Account' circled in red.

Figure 3: Patient's Care Plan

Equipment and Set Up - What You Need

For more information on how to use WebEx go to webex.com.au/howto

Equipment and Set Up - What You Need

The host and each participant's computer may use:

- **A webcam** (although not essential)
- **Microphone** (external telephone may also be used)
- **Reliable Internet**

Tablets: If you are using a tablet or smart phone, you will need to download an app for supporting WebEx. Smart phone users can download the 'Cisco WebEx Meetings' app from the Apple Store or Google Play.

Before You Begin

1. All participants (GP, specialists, and allied health providers) must be registered with cdmNet and be part of the patient's cdmNet care team. Please note that patients do not need to register; they receive their log in details when their cdmNet health record is created.
2. Ensure that all participants are available for the desired appointment time and have the necessary equipment.
3. Where participants do not have a microphone, you will need to arrange a separate phone call or conference call with the participant(s). The version of WebEx available for the pilot does not provide free telephone conference calls.

Scheduling a Telehealth Conference - What Happens

1. Once the patient's GPMP has been approved, you can then schedule a Telehealth Conference by clicking [Schedule Telehealth Conference](#) (Fig. 4)



Patients | Appointments | Reports | Surveys | Resources | Preferences | Help | Log Out
Logged in as Dr Charlie

Born: **7-Dec-1988 (28 years)** Gender: **Female** Medicare: **None Recorded** IHI: **None Recorded** cdmNet Number: **1582281882**

[Turn Off Patient Notifications](#)
[Schedule Telehealth Conference](#)

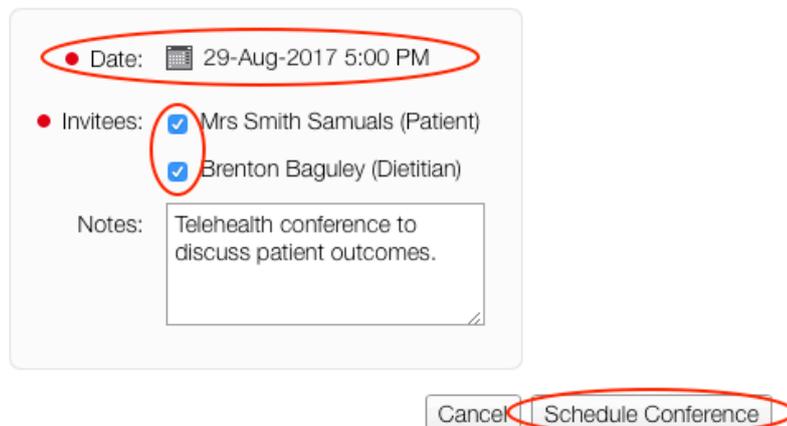
g | Action Plans | Care Team | Referrals | Documents | Assessments | Reports | Progress Notes | Education | ...

Figure 4: Schedule Telehealth Conference

2. Select the participants and enter the agreed time. You can add notes about the conference if desired (Fig 5.)

Fill in the details in the box below to schedule the teleconference.

● indicates a required field



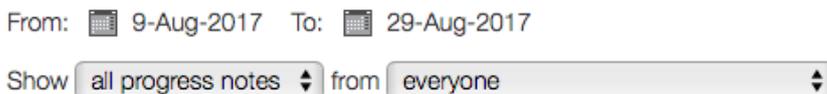
● Date:

● Invitees: Mrs Smith Samuals (Patient)
 Brenton Baguley (Dietitian)

Notes:

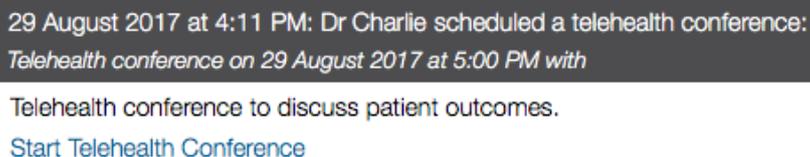
Figure 5: Schedule Conference

3. Upon confirmation, cdmNet sends the details to the participants by email or SMS. An entry with the telehealth conference details also appears in the [Progress Notes](#) in cdmNet for the particular patient (Fig. 6).



From: To:

Show from



29 August 2017 at 4:11 PM: Dr Charlie scheduled a telehealth conference:
Telehealth conference on 29 August 2017 at 5:00 PM with
Telehealth conference to discuss patient outcomes.
[Start Telehealth Conference](#)

Figure 6: Telehealth Conference Progress Note

4. If you need to change the scheduled time of the meeting or add or remove a participant, simply schedule a new telehealth conference. You could add a note for the new telehealth conference indicating the changes.
5. If you need to cancel a telehealth conference, contact cdmNet Support at cdm.net.au/support

Attending a Telehealth Conference - What Happens

1. At the time of the scheduled telehealth conference, open the patient's health record in cdmNet and click **Join Telehealth Conference** in the relevant entry in the **Progress Notes** (Fig. 7). You can also join by clicking the link in the email or SMS notification.

From: 9-Aug-2017 To: 29-Aug-2017

Show from

29 August 2017 at 4:11 PM: Dr Charlie scheduled a telehealth conference:
Telehealth conference on 29 August 2017 at 5:00 PM with

Telehealth conference to discuss patient outcomes.

[Join Telehealth Conference](#)

Figure 7: Schedule Conference

2. The WebEx window will open automatically in your default internet browser. If you are prompted to download the Cisco WebEx Add-on for your internet browser, you will need to do so.
3. Next you may select your audio and video preferences for the meeting. The audio component of the meeting may be conducted via telephone, if you wish.
4. As the participants join, their names appear on the top right side of the WebEx window (Fig. 8)
5. The host can invite and remind the participants via email to attend, and pass screen-sharing privileges to other participants (Fig. 8).
6. When the session has finished the host can click **End Meeting** (Fig. 8)

Quick Start Meeting Info New Whiteboard Participants Chat Recorder Notes

PM Conference regarding patient Mrs Smith
Host: Paul
Meeting number: 585 585 585
 Record End Meeting **6.**

4. Participants
Speaking:
PM Paul

Audio and Video Connection **More Options**
 Share Screen **More Options** **5.** Invite & Remind **Copy Meeting URL**

Figure 8: Audio visual options

Professional Attendances With Specialists - Claiming Medicare On Board and Telehealth Service Incentives

Medicare Telehealth provides financial incentives to eligible practitioners who help patients participate in a video consultation, called a telehealth consultation, with a specialist, consultant physician or consultant psychiatrist. Telehealth aims to remove some of the barriers to accessing medical services for Australians who have difficulty getting to a specialist or live in rural and remote areas. More information on MBS item numbers is available at www.mbsonline.gov.au

1. Your practice must be outside inner metropolitan areas. See www.medicareaustralia.gov.au/provider/incentives/telehealth.jsp
2. Patient is suitable clinically: the specialist consultant must be satisfied that it is clinically appropriate to provide a video consultation to the patient.
3. Patient agreeable to video consultation. The patient must be with the GP or Practice Nurse during the video consultation. For bulk-billing instructions, see www.medicareaustralia.gov.au/provider/incentives/telehealth.jsp
4. GP practice has IT competency and the video conference is set up in the clinic.
5. Clinical notes/documentation required by the GP and specialists: these must include clinical notes and list of participants. This information should preferably be entered in the **Progress Notes** in cdmNet.

Please note this is a pilot service and may not provide all the features you would like to use. We welcome all feedback and suggestions at cdm.net.au/support.