



Seeking consent for Telehealth

Advice on Consent for Video Consultations

Video consultations are new to most patients, so all patients should have the process explained to them and/or be given the VACCHO Telehealth Patient Information and then asked for their consent.

This consent could be either verbal (recorded in freehand in PIRS) or written. If you wish to take written consent a form is available from VACCHO for your use. Verbal consent should be recorded in patient's notes for the Telehealth Consultation.

If Telehealth consultation is going to be recorded, or if the type of care is substantively different to usual care, then consent should be taken in writing. VACCHO recommends that the consultation not be recorded, except for education/assessment purposes and **ONLY** when written permission is obtained.

In special circumstances, photos of wounds, skin lesions etc may be required to be sent as part of the consultation and written consent may be required for transmission of images.

The patient needs to be given the information in a culturally appropriate manner.

The patient needs to understand the information. This means that the information has to be at a suitable level to understand, and that the patient should have time to read it, and/or the opportunity to speak with an appropriate person about this form of consultation.

A Telehealth consultation is similar format as a face to face consultation involving past history of the patient, a physical examination, bookings for further tests/procedures etc.