

# Facility Allied Health Referral Form

## Telehealth (Online Consultation)



CLIENT DETAILS	Name of referrer		Date of request	
	Company/facility name (if applicable)			
	Referrer email address			
	Name of client		Room Number	
	Client date of birth			
	Email address to utilise for online consultation			
	Relevant medical history <input type="checkbox"/> Attached (If not, please provide details e.g. falls/incident report)			
	Reason for referral & Client notes	Onsite assistance for Telehealth appointment: <input type="checkbox"/> Facility Provided <input type="checkbox"/> Vivir AHA		
Remote Documentation Access available: <input type="checkbox"/> Yes <input type="checkbox"/> No (if No, please provide supporting documentation)				
SERVICES REQUIRED	PLEASE NOTE: The scheduled visit will only be for the requested type of service	<b>Profession (tick which apply)</b>		<b>Appointment preferences (Multiple)</b>
		<input type="checkbox"/> Telehealth to you Bundle:*check availability to your location (Allied Health Professional with an onsite Allied Health Assistant) <input type="checkbox"/> Dietitian <input type="checkbox"/> Speech Pathologist <input type="checkbox"/> Occupational Therapist <input type="checkbox"/> Physiotherapist		<input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday
CONNECTIVITY	Device used to access online consultation has:	<input type="checkbox"/> Camera capabilities <input type="checkbox"/> Audio capabilities <input type="checkbox"/> Only telephone access available <input type="checkbox"/> Internet access		
FUNDING	Funding/ Package	<input type="checkbox"/> Telehealth rate (Facility Provided Assistance)		<input type="checkbox"/> Telehealth Rate with Vivir AHA
		<input type="checkbox"/> Chronic Disease Management Chronic Disease Management (Medicare) Referral Form attached <input type="checkbox"/>		<input type="checkbox"/> Private
INVOICE	Where the invoice will be sent	Name		Contact no.
		Address		Email

Send completed referral from to:

[oncall@vivir.com.au](mailto:oncall@vivir.com.au)

Phone: 1300 184 847

Referral Acknowledgement within 24 hours of receipt of referral.

## Telehealth to Facility: Service Requirements

### Service Coverage and Personnel

Vivir Healthcare Telehealth (TH) clinicians can service facility referrals via two ways:

1. **With the support of a facility staff member (e.g. facility care staff)**
- OR
2. **In person support by a Vivir Allied Health Assistant (AHA)**

*\*Please discuss the above options with our team. We can provide training and ongoing support to facility nominated assistants facilitating TH.*

Once a referral is accepted, our On Call team will facilitate our clinical team to connect with facility contact/s and proceed with scheduling the visit.

### 1. Telehealth with Facility Support

Telehealth referrals assisted by a facility staff member requires the facility to provide:

- **Computer or mobile device with a camera and microphone.**
- **Stable internet connection.**
- **A quiet, private location to conduct the appointment.**

Instructions on how to access the teleconferencing software will be provided to the facility staff member prior to the appointment, as well as any other profession-specific equipment or environmental set-up requirements.

General Tips:

- Make sure you have the latest version of the software and that your device is compatible with it. It's a good idea check your settings, microphone, camera, and speakers before starting the consultation.
- If you experience video issues, such as lost connection or poor reception, contact the clinician via email/phone as soon as possible. They may be able to guide you through the consultation using audio only or ask you to send feedback or photos via email or text message.
- Try moving to a different section of the facility where you have a better internet signal or Wi-Fi connection. Avoid areas with background noise or distractions that may interfere with the quality of the Telehealth session.
- Log out and back into the Telehealth platform if you encounter any glitches or errors.

## 2. Telehealth with Vivir AHA Support

To assist with facilitating a TH type referral, please also read the above section and tips for connectivity and set-up in ensuring an effective TH appointment.

Telehealth referrals serviced with a Vivir AHA will come with the necessary technological and profession-specific equipment. It is the facility's responsibility to ensure connectivity and appropriate appointment location is provided to facilitate the referral.

If our Vivir AHA is new to the facility, they will **require a standard orientation to emergency, fire and other safety procedures on first arrival to the site**. This includes any call-bell systems and procedures for alerting staff for assistance.

### Documentation Requirements

- Our clinicians are strongly recommended to have remote access credentials to facility documentation systems, in order to most effectively prepare, document and report their visit to facilities. **These credentials must be provided to Vivir Healthcare as soon as possible prior to the visit**, so that our clinical team is able to review relevant histories and procedures for documentation at the facility.

*Please note: Clinicians may request an extension of appointment time or additional follow up if there are potential delays associated with gathering clinical information to proceed safely and effectively with the TH appointment.*

- If remote access cannot be provided, please discuss the process for histories, documentation, and reporting with our team. This will depend on the Telehealth Allied Health services requested, as each Allied Health profession has specific requirements in documentation.

- Facility-specific documentation and form templates are required for every new Telehealth Allied Health service, in case remote access cannot be provided or there is a technical outage on the day of the visit. When provided, these templates can be stored on Vivir's electronic documentation platform, Alayacare. Clinicians can then complete these forms and email them to the facility contact at the end of their visit, if necessary, as a backup option.