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| --- | --- | --- | --- | --- | --- |
| ***#*** | **Task or Milestone** | **Resources** | **Owner** | **Start Date** | **Finish date** |
| *1* | Allocate Telehealth Co-ordinator |  |  |  |  |
| *2* | Plan RACF workflows including booking appointments, sending link, who will administer the Video Call clinic and manage telehealth appointments | [Starter Guide](https://help.vcc.healthdirect.org.au/95525-getting-set-up-with-video-call-for-the-first-time/starter-guide-introduction)  [Clinic Workflows](https://help.vcc.healthdirect.org.au/videocalladmin/patient-entry-point-and-website-buttons?from_search=49150467) |  |  |  |
| *4* | Plan and deliver training for team members: support provided by Healthdirect Video Call Team | [Train the trainer sessions](https://help.vcc.healthdirect.org.au/videocalladmin/train-the-trainer-sessions) |  |  |  |
| *4* | Ensure with IT that the RACF is Video Call ready | [Network basics](https://help.vcc.healthdirect.org.au/itstaff/networkbasics)  [Whitelist Video Call](https://help.vcc.healthdirect.org.au/itstaff/whitelisting-video-call)  [Privacy and Security](https://help.vcc.healthdirect.org.au/about-healthdirect-video-call/privacysecurityandscalability) |  |  |  |
| *5* | Run test and practice sessions with team members to ensure end to end readiness | Join a [video](https://help.vcc.healthdirect.org.au/conductavideocall/join-a-video-call) call  [Waiting area](https://help.vcc.healthdirect.org.au/conductavideocall/waiting-area-dashboard) |  |  |  |
| *6* | Create documentation for team members to refer to day to day | [Templates and guides](https://help.vcc.healthdirect.org.au/templatesandguides/downloads)  [Videos](https://help.vcc.healthdirect.org.au/templatesandguides/videos-to-share) |  |  |  |
| *7* | Ensure you can report on the RACF Telehealth activities (if desired) | [Organisation](https://help.vcc.healthdirect.org.au/videocalladmin/organisationreports) reports  [Reporting configuration](https://help.vcc.healthdirect.org.au/videocalladmin/reportingconfiguration) |  |  |  |
| *8* | Ensure there is a back-up plan in case telehealth does not work (usually the phone) |  |  |  |  |
| *9* | Create easy templates for RACF staff and healthcare service providers | [Templates to download](https://help.vcc.healthdirect.org.au/templatesandguides/downloads) |  |  |  |
| *10* | Define some evaluation criteria (if required) and how they will be measured. Consider adding a survey to pop up at the end of a consultation. | [Reporting](https://help.vcc.healthdirect.org.au/videocalladmin/organisationreports)  [Adding a Survey](https://help.vcc.healthdirect.org.au/configuring-a-post-call-survey-link?from_search=49155144) |  |  |  |
| *11* | Communicate the changes that will be happening to enable telehealth |  |  |  |  |
| *12* | Have healthdirect Video Call helpdesk and email available | [Support and advice](https://help.vcc.healthdirect.org.au/57493-category-3/support-and-advice) |  |  |  |
| *13* | Arrange for and train local IT and telehealth support for staff and clinicians (if required) | [Webinars](https://help.vcc.healthdirect.org.au/95525-getting-set-up-with-video-call-for-the-first-time/webinars) |  |  |  |
| *14* | Procure suitable equipment for telehealth consultations | [Recommended equipment](https://help.vcc.healthdirect.org.au/itstaff/equipment-needed-for-a-video-call) |  |  |  |
| *15* | Launch the telehealth service |  |  |  |  |