

## Telehealth Design and Implementation

The MALT study has identified key features of telehealth that can help to facilitate successful remote monitoring of patients, and increase acceptance and adoption among frontline staff.



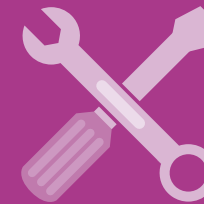
### Patient assessment and review

- Standard and clear referral process
- Clinical assessment and regular review of telehealth patients
- Menu of telehealth technologies to tailor monitoring to need
- Clear discharge and step-down options



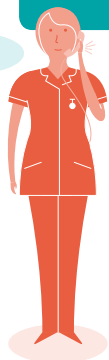
### Installation, technical support and maintenance

- Dedicated role for installation processes
- Wireless equipment and 3G connectivity
- Good patient training and on-going support
- Dedicated technical support for patients and clinicians



### Monitoring activities

- Easy to use and portable equipment
- Flexible monitoring options
- Good connectivity
- Accessible and reliable monitoring data



### Triage and clinical support

- Dedicated roles for telehealth monitoring
- Provision of clinical triage as part of telehealth delivery
- Clear process for managing alerts
- Prompt follow-up from frontline clinician
- Open channels for data sharing



### Service features

- A dedicated co-ordinator or manager
- A flexible and partnership approach to service design and delivery
- Local frontline clinical champions
- On-going staff training and support

