

Telehealth and recording in CHOC

If you are talking to your client using any kind of telehealth / videoconferencing equipment (Pexip, Skype etc.), please make sure that you are familiar with the following quick reference guide. There must be a video component to meet these requirements [i.e. does not include a normal phone call, use Audio (Telephone) – Clinician End].

For all CHOC services (excluding Mental Health):

There are two options to choose:

- Audiovisual – Clinician End:** This method is when you video call your client from your office. Choose the Setting Type of ‘Community Health Setting’ (*even if you are currently working from home*).

Service Delivery Mode	<input type="radio"/> In person <input type="radio"/> Audio (Telephone) - Clinician End <input type="radio"/> No Client Contact - Case Conference <input type="radio"/> No Client Contact - Case Planning & Review <input type="radio"/> No Client Contact - Other (Client not available)	<input type="radio"/> Email <input type="radio"/> Postal/ Courier Service <input checked="" type="radio"/> Audiovisual - Clinician End <input type="radio"/> Audiovisual - Patient End with clinician <input type="radio"/> Other Technology - NEC	<input type="radio"/> Au
Session Type	<input checked="" type="radio"/> Individual <input type="radio"/> Group	Setting Type Community Health Setting	

- Audiovisual – Patient End with Clinician:** This method is used when you are with the client in their home and are video calling another clinician at a remote location for a consult. Choose the Setting Type of ‘Home’.

Service Delivery Mode	<input type="radio"/> In person <input type="radio"/> Audio (Telephone) - Clinician End <input type="radio"/> No Client Contact - Case Conference <input type="radio"/> No Client Contact - Case Planning & Review <input type="radio"/> No Client Contact - Other (Client not available)	<input type="radio"/> Email <input type="radio"/> Postal/ Courier Service <input type="radio"/> Audiovisual - Clinician End <input checked="" type="radio"/> Audiovisual - Patient End with clinician <input type="radio"/> Other Technology - NEC
Session Type	<input checked="" type="radio"/> Individual <input type="radio"/> Group	Setting Type Home, nfd - incl

DO NOT USE Audiovisual – Patient End admin support – this is for rural and remote local health districts.

Link to **Ministry of Health Service Delivery Mode** definitions: [Click here](#)