# TELEHEALTH VIDEO INVESTMENT DECISION SUPPORT TOOL

## Introduction

**The telehealth video solution investment decision support tool is designed to help you differentiate between several cloud hosted video conferencing solutions. Guided through a series of questions you will be presented with the functionalities of a variety of solutions which match your stated requirements.**

The support tool contains 2 sections: **Technology Constraints** and **User Requirements**.

You should start by reading the important information about the video solutions and the key assumptions about the use of telehealth in your environment prior to completing the questionnaire. You will be guided through 13 multiple choice questions. In order to appropriately complete this tool, you will need to engage with the IT specialist(s) in your organisation (you may wish to print off the questions and ask your IT specialist to provide their input).

The answers will be defaulted to **No**, so if you are unsure of the answer it is best to leave the answer as **No**. This increases the number of relevant solutions that will appear at the end.

You can download the questions as a Microsoft Word document, or begin

answering them online by clicking on the proceed to questionnaire button.

**Please note:** The data drawn on to create this tool was assembled from various sources at the time of publishing. Solutions provided by this tool are common cloud based video solutions used to support telehealth video consulting in Victoria. This tool is to be used as a guide only, and we strongly recommend you perform your own due diligence and user acceptance testing on trial versions prior to purchasing.

## Important information about the video solutions

* All solutions explored here are compliant with a Windows desktop, Apple iOS and Android operating systems.
* All solutions presented here allow appointments to be made by sending an email with a link to join the meeting.
* All solutions provide encryption of the video conferencing session to increase privacy and security.
* All solutions have the capability to pre-plan meetings/consultations in advance.
* No solutions require the guest end user to create an account.

## Key assumptions about the use of telehealth in your environment

* Access to clinical systems will be required from the same device being used for video consulting (Please note: the number and type of applications you have running at the same time may affect the quality of your video experience).
* It is common best practice for hospital computers to be locked down to prevent unauthorised downloading of software or applications. Most staff will generally need to consult their IT department for assistance to install a plugin or application.
* Whilst some vendors may not comply explicitly with cloud solutions hosted in Australia (i.e. data sovereignty), they can comply by customers hosting their solution internally. However this is out of scope for this tool.

| TECHNOLOGY CONSTRAINTS | ANSWER | |
| --- | --- | --- |
| Q1. Is it an essential requirement that the video software has standard reports that allow monitoring of usage? | YES | NO |
| Q2. Do you require the monitoring of performance of the system including any problems that may have occurred? | YES | NO |
| Q3. Is it essential that the Vendor of the software offers support via |  |  |
| Email | YES | NO |
| Phone | YES | NO |
| Q4. Is it essential that the Vendor has a support service that is accessible within Australian business hours (i.e. 9am-5pm) | YES | NO |
| Q5. Is it essential that the solution can connect with Polycom "hard wired" telehealth video solution units found in some hospitals?  Please note: These units may be located in meeting rooms or lecture theatres within the health organisation. | YES | NO |
| Q6. Is it essential that the solution interoperates with Cisco "hard wired" telehealth video solution units?  Please note: These units may be located in meeting rooms or lecture theatres within the health organisation. | YES | NO |
| Q7. Is it essential that the vendor can guarantee the solution is hosted on servers located in Australia (i.e. data sovereignty - held under Australian law)?  Please Note: Vendors may not comply explicitly with cloud solutions hosted in Australia and will be eliminated from the results as they can only comply by the customer hosting their solution internally. | YES | NO |
| All solutions can host meetings from some Desktop and Mobile devices but the user interface may vary. In addition to the Windows desktop, Apple iOS and Android environments, is it essential that the software solution is supported on the following alternate desktop and mobile operating systems: |  |  |
| Mac OS | YES | NO |
| Linux | YES | NO |
| Blackberry | YES | NO |
| Windows Mobile | YES | NO |

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| --- | --- | --- |
| USER QUESTIONS | ANSWER | |
| Do you require uploading/downloading of documents to the recipient whilst undertaking the Video Consultation? If yes, what formats are these documents in. | YES | NO |
| Microsoft PowerPoint | YES | NO |
| Portable Document Format (PDF) | YES | NO |
| Microsoft word documents | YES | NO |
| Do you require having "screen share" privileges whilst undertaking the video consultation in order for the recipient to see your screen or so you can see their screen? E.g. Allowing you to share test results displayed in clinical software. | YES | NO |
| High Definition (HD) Video is considered very good quality and requires more bandwidth. Is HD video required? | YES | NO |
| It is assumed that all users participate via video and audio, not just audio. However, some solutions offer a dial in number as a backup should the audio connection fail or an attendee is unable to join using video. Do you require a solution that offers a telephone dial in number? | YES | NO |
| Do you expect to have more than 25 recipients in one video call? | YES | NO |

To complete the Telehealth Video Investment Decision Support Tool, visit [http:\\telehealthprocureguide.health.vic.gov.au](http://telehealthprocureguide.health.vic.gov.au)