

VIRTUAL CONSULTATIONS

INJURY TRIAGE & MANAGEMENT



By supporting workers with a virtual alternative to hands-on treatment, you reduce the risk of injuries worsening or progressing to compensation claims.

AN EMPLOYER'S DUTY OF CARE

Employers have a duty of care to monitor the health and wellbeing of their workers. Now, more than ever, it is important to address our workers with a consistent, reassuring message, particularly when it comes to managing workplace injuries and health concerns.

HOW IS VIRTUAL CONSULTING DIFFERENT?

Virtual Consulting is delivered via a device or computer. This is a hands-off method of delivering care to patients, ensuring they still benefit in the same ways as they always have from our onsite services. Coviu operates in line with AHPRA privacy guidelines.

Employees will be able to:

- Join a private & secure online service using a dedicated link
- Discuss their health concern with their WHA Health Provider
- Securely share paperwork
- Receive advice and reassurance
- Receive a rehabilitation plan & have their provider demonstrate the required exercises

Employers will be able to:

- Receive light duties, RTW plans and reporting in a virtual de-brief
- Coordinate appointments & triage employees into the program

System Requirements:

- A device with a microphone and camera
- Secure internet connection with 350kbps upload/download speed

HOW DOES IT WORK?

- We recommend setting up a laptop, computer or video communications (such as a board room)
- Client contact logs onto the service using a dedicated and secure link
- Patients enter their name into Coviu to join the virtual health centre (no sign-up required)
- Patients give consent to the consult and enter a waiting area
- The provider accepts the patient from the waiting room and the consultation begins
- If the patient is not onsite, they can download the service to their device to attend their appointment
- Coviu works on Windows/Apple computers or any Android or iOS tablet or phone

CONTACT US
if you'd like to learn more:

1300 734 643

helpingyou@workhealthyaus.com.au

