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Telehealth

Frequently Asked Questions

You may have heard about one of our telehealth roles from a friend or colleague or saw it advertised and want to find out a bit more to help you work out if this is the right role for you right now. We have put together a few of the most common FAQ to help you decide.

So what is it like working at home in a telehealth role?

Our tele-health roles operate similarly to a contact centre model. It is important to consider what it will be like working in a virtual contact centre environment will be like and if this will suit you and your family/lifestyle. Such as:

- Shifts have a strict start time and you will be provided scheduled breaks throughout your shift as appropriate.
- You will be expected to answer all calls sent through to your phone and answer within a certain timeframe but you will also have time to complete notes before taking the next call.
- Our dedicated workforce planning team work hard to manage our ability to meet demand and take calls as quickly as possible, so on most shifts there will be a steady stream of calls (or Chat and emails, if appropriate).
- A steady stream of calls throughout your shift means you will be doing a lot of talking 😊 but seriously this can be just as tiring as being on your feet all day so it is important to begin your shift well rested and ensure you take your scheduled breaks.
- You will need basic/moderate computer skills in this role for typing, using word, outlook and excel and using webchat.
- Unless you have a flexible or stand up desk, you will be spending a good part of your day sitting which is why we make sure you conform to some ergonomic standards.
- You will use a headset in this role
- You will have KPIs which will be explained to you in your training and induction and will include things like maintaining good AHT (average handling times) and adherence to schedule as well as reviewing calls from a clinical quality perspective and note taking.
- As in any workplace, contact with your family and friends should be limited to breaks and as such you will need to ensure that you will not be disturbed for the duration of your shift. You must not be the primary care giver of any dependents during your shift.
- Many people ask if they can attend to household chores while working from home. Again these activities will need to be limited to your break times knowing that you do not need to travel to and from work is great.

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What happens if I have an IT issue during my shift?

IT issues, like in any office type role, can occur from time to time and can be frustrating but we have a team who are available to assist 24x7 and will guide you on how to resolve the problem.

How will I be allocated shifts?

During the recruitment process you will be asked to complete an availability form, taking note of both your available hours and preferred working hours. We will use this to create a fortnightly fixed roster for you and will discuss this prior to making an offer. Your roster typically remains unchanged unless there is a business reason to support a change. For our Counsellor and MHP roles you can request a change after 6 months and for Nurse Triage, after 3 months. You can, however, swap shifts with your colleagues who are trained on the same program/line as you.

How computer/technology savvy do I need to be for these roles?

As mentioned above, You will need to be able to type quickly to capture call details and notes during the call and will also be required to navigate to other web pages should you need additional resources/support material to provide your caller. Previous experience in multitasking on the computer will help you get up to speed with what is required more quickly.

What support will I have in this role?

As mentioned above we have a 24X7 IT team to support with all technical issues. You will also have a range of support from day one with our expert facilitators, precepting with an existing staff member, regular catch ups with your Clinical Lead, as well as ways to connect with your colleagues for support and chats throughout your shifts. We provide ongoing training and encourage you to explore individual development using Medibank's My Learning platform on the intranet.

Do I need to have the same level of fitness needed to work in the ward/practice/hospital?

It is important to realise that even though you will no longer be on your feet all day and having the physicality of working with patients as you may do in your current role, it is important to consider if other conditions you may have that could be exacerbated in this role such as (but not limited to) arthritis, back conditions, tendonitis and other aches and pains. We encourage you to flag as issue when applying and where possible we will do our best to accommodate your needs.

It is also important to think about how you will maintain your health as you move to a more sedentary role.

What do I need to work from home?

To be eligible to work from home you will need to already have a suitable personal broadband connection in place with an operational phone/landline service.

We will provide you with a working at home kit which will include: computer/screens/keyboard/mouse; a phone and headset; and set up instruction guide.

You will need to provide a private workspace, desk and chair (specifics required will be provided in the recruitment process), paper shredder and first aid kit

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Helpful tips

- Make your office a place you enjoy spending time by:
 - Ensure you have plenty of light, natural light or sufficient overhead or lamp light.
 - Add some greenery, pot plants or even some flowers from the garden are great way to add some life to your workspace.
 - Inspirational pictures, posts, quotes can all help to get you in the right mind set.
 - Add a mood board and add pictures that make you feel happy – family, friends, pets, holiday destinations (past or present), project ideas or favourite snacks.
- Get outside into the fresh air at least once a day. Before or after your shift (depending on the time of day) go for a brisk walk, walk the dog or water the plants
- Make sure when you have a break that you take a break. Leave the room, make a cup of tea, do some stretches.
- Establish a routine to help you wind down. This might be having an extra 30 mins in your “office” to relax before you join your family, or doing some yoga or straightening up your desk and shutting everything down ready for the next shift.
- If you live alone, make sure you build in some human interaction on a regular basis. Talk your neighbour, go out and get a coffee, go to the gym, make plans to meet with friends, family or even your new work colleagues who live in the area.
- Keep a bottle of water with you at the desk to stay hydrated and a snack if you know you will get hungry before your next break.