

What is an rDO?

During the current pandemic, face to face direct observation visits have been suspended. This will be undertaken as a remote live streamed Direct observation (rDO).

1. Your assessor will contact you via the RACGP portal to schedule the rDO. It is advised that you and the assessor have a “practice run” prior to the visit to ensure that the technology is working for both of you. It is advised that you use ZOOM as the streaming platform.
2. On the date of the rDO, you will have a meeting at the start (approximately 15 minutes), to discuss the purpose of the visit and any particular things you want the assessor to focus on during the rDO.
3. The rDO will involve 4 observed consultations (booked at 30-minute intervals to allow time for feedback).
4. It is recommended that only one consultation is via telehealth/telephone- but this may need to vary depending on your practice and your circumstances.
5. The assessor then will spend 1 hour discussing random selected cases from your diary to complete x2 random case analysis. The assessor may also spend an hour discussing your pre-submitted case discussions. However, your assessor may decide to do the case-based discussion at a different meeting.

Remote Direct Observation (rDO) suggested schedule

15 minutes	Before the rDO; The assessor and participant should have a ‘practice run’ on Zoom prior to the visit to ensure that the technology works for both
Remote direct observation visit	
15 minutes	Brief meeting with the participant (introductions; discuss purpose of the visit and if there are any particular things the participant would like the assessor to focus on)
30 minutes	Consultation patient one and feedback
30 minutes	Consultation patient two and feedback
30 minutes	Consultation patient three and feedback
30 minutes	Consultation patient four and feedback
60 minutes	Random case analysis of two cases, discussion and feedback and/or
60 minutes	Case-based discussion of two selected cases and feedback

How does it differ from a normal direct observation?

1. You will consult as normal- whether that is face to face or via telehealth/telephone. The remote visitor will observe via a streaming platform (Zoom) and will give feedback following each consultation.
2. You will need a **fully charged or plugged in** phone/iPad that ideally can sit on a tripod.
3. You and the assessor visitor will need to liaise (and perhaps involve your practice manager) re how to use Zoom and availability of internet access.
4. You **must** ask your practice as to whether you can download Zoom on your clinic desktop. If permitted, please do this **PRIOR** to the visit. This will allow screensharing for random case analysis

Summary – Remote Direct Observation (rDO) Processes for Participants

(RCA). If not permitted, RCA can still occur by you turning the live streaming device so that the assessor can see your clinic screen.

How will the rDO run?

1. You and the assessor **must have a practice run** of Zoom prior to the visit to ensure you can both use it.
2. The assessor will send you a link to start the visit from the MCCC zoom account.
3. You will need to choose a place for your phone/iPad that allows a view of you and the patient.
4. If performing telehealth, this will need to be on speakerphone if using phone or if using video conferencing, in a format that the observing assessor can see/hear.
5. Patients will have verbal consent recorded at time of booking if telehealth (or have been emailed a consent form to sign and return) and written if face to face. Please confirm the verbal consent and introduce the assessor visitor to the patient at the start of each consultation.

Random case analysis

Random case analysis will be included in the rDO. In this situation, there are 2 options:

1. You will need to turn your device so that your clinic screen can be seen by the remote visitor. The Zoom meeting will continue.
2. If the clinic has pre- approved for you to download Zoom onto the clinic desktop, you and the assessor will need to close the current Zoom meeting and the assessor start a new meeting that you enter via the desktop allowing screen sharing. If you then return to consulting, again that Zoom meeting will need to be closed and a new one opened on the device that you are using to livestream. Zoom closes down automatically after 40 minutes if more than 2 devices/people are in a meeting.

Feedback and reports

You will receive immediate feedback after each consultation by your visitor after each consultation. The visitor will complete a written report summarising your discussions which will be available on the RACGP portal

For IT support email: helpdesk@mccc.com.au