



# NETS Telemedicine Process



1. A clinician calls the [NETS Line](tel:1300362500) 1300 36 2500 for advice and/or to arrange medical retrieval.
2. The clinician discussing a case with NETS provides detailed clinical information to the NETS consultant (and others such as receiving hospital consultants who might participate in the clinical conference call). Meanwhile, a team response is launched as required.
3. Should it be helpful to the discussion, pictures of the x-rays or clinical photographs are taken. Eg.
  - a. Photographs of x-rays which may help determine the appropriate management.
  - b. Photographs of the newborn patient which may help determine a syndrome.
  - c. Images of burns may assist determine the extent of involvement as well as other characteristics.
  - d. Photographs of rashes and other skin lesions may assist a clinical discussion.
4. Patient privacy is ensured by avoiding the face or other identifiers. Cover the nameplate of any X-Rays with an adhesive label on which the NETS **case number** is recorded (available from the NETS clinical coordinator. The case number (eg. **100111**) explicitly identifies the image as belonging to a particular patient without breaching confidentiality. Don't include patient name in the email.

**Switching the Konica camera on:** Slide the Lens Cover (front) fully to the right.


Shooting mode is set using the 4-way button on the back of the camera. (see page 38 of manual).

1. Set Shooting mode to **Flash Override**. Press R arrow on 4-way button until the  symbol shows on the display screen.
2. Set Shooting mode to **Macro-photo** mode. Press L arrow on 4-way button until the  symbol shows on the display screen.
3. Hold camera close enough to x-ray so as to exclude surrounding 'white' of viewing box (minimum distance 10cm). If necessary, use a black cardboard 'mask' (available from your radiographer).
4. Zoom is available, but it is preferable to move closer to the image.

**Switching the Konica camera off:** Slide the Lens Cover (away from 'Konica') to fully cover the lens.

5. Connect the camera to the computer, using the USB cable supplied. While connected, the camera battery is depleted so don't leave connected unnecessarily long.
6. Start your email with a message to [help@nets.org.au](mailto:help@nets.org.au). For 'Subject', enter your **hospital name** and the NETS **case number** (available from the clinical coordinator on 1300 36 2499).
7. Open **'My Computer'** and select the **'Removable Drive'** representing the camera. Display the files using the **'Thumbnail'** option. Select the images to be transmitted and 'drag' them to the attachments box in your email message. Click on **'Send'**
8. Before disconnecting the USB cable, click on the green arrow icon on the right side of the bottom control bar and follow the instructions to **'Unplug or Eject'** the USB-connected device.

**Re-charge the battery:** Open the battery/card cover by sliding. Remove the battery and place in the charger. When fully charged, the red light turns to green.

Notes: The referring clinician should only have to 'email-once', akin to the NETS principle of only having to 'phone-once'. These messages are automatically delegated to NETS consultants/coordinators and can be forwarded to other clinicians, as required. The [NETS web site](http://nets.org.au) is being enhanced to enable clinicians to upload images to the web without needing an email account. **More details** on operation of the camera are available from the [Konica Manual](#) , available on the NETS website. For help from NETS, [info@nets.org.au](mailto:info@nets.org.au) or 1300 36 2730.