

Supplementary Material 2: Teleconsultation workflow

This teleconsultation workflow was written to fit into NUH CDU's clinic system. It serves as a reference guide that should be adjusted according to current local institutional practices.

Arranging for your teleconsultation

1. Call parents to offer to do the interview via teleconsultation.
2. Discuss with parents the guidelines related to the teleconsultation:
 - a. Ensure that you are in a quiet room with a stable WIFI connection.
 - b. Usage of earphones/headphones is recommended.
 - c. Strictly no recording of the teleconsultation is allowed.
 - d. Please be online within 15 minutes of your appointment time. Your appointment will be cancelled if not attended within that time.
 - e. Charges for teleconsultation remain the same as in-clinic services.
3. Confirm parent contact details to send out the details of the teleconsultation.
4. Inform parents what to expect during the teleconsultation.
5. Document verbal consent on the hospital medical records system.
6. Send teleconsultation details to the parents via email.

Setting up for the teleconsultation and protocols:

7. Set up the teleconsultation on the secure platform and email the meeting details to parents one day before appointment.
8. Ensure security of teleconsult before and during the session, e.g., sending out meeting password in a separate email, enabling a waiting room, locking the meeting once parents have joined the session.
9. If parents do not join the appointment within 15 minutes of the scheduled time, proceed to call the parent.

10. Once parents join the session, conduct teleconsultation triage to verify the parent's identity.
 - a. Parents full name(s)
 - b. Child's full name, date of birth and identification number
11. If the video session is disrupted mid-way due to issues such as connectivity, proceed to call the parent to complete interview via the phone.
12. Document the session in the child's medical records using a standardised template that included patient verification information.
13. To arrange for follow-up plans after the assessment as per routine clinical practice.