Assessment Requirements for HLTADM008 Administer and coordinate Telehealth services

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide administrative support for at least three Telehealth consultation sessions including:
  - managing client information appropriately
  - managing the information flow between service providers
  - completing financial administration tasks
- in course of the above:
  - respond appropriately to Telehealth administrative problems
  - contribute to evaluation of at least one Telehealth service in at least one organisation
  - identify and use Telehealth networks to inform practice.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- key considerations in the provision of Telehealth services:
  - clinical
  - technical
  - business
  - client-centred approach
- industry Telehealth standards, guidelines and accreditation requirements as well as organisational policies
- legal and ethical requirements for the provision of Telehealth services
- risk management considerations and approaches for Telehealth:
  - sharing of digital information including who can share what with whom and how
  - ownership of digital information
  - privacy and confidentiality
  - consent
- role of different individuals in provision of Telehealth services and scope and limitations of own role
- Telehealth networks and ways to use them

- context for current provision of Telehealth services, including government incentives
- Telehealth evaluation methods and tools
- key aspects of practice administration systems and how they may be used and adapted to support Telehealth services:
    - sources of information about Medicare Benefits Schedule (MBS) items
    - funding and support mechanisms for different client groups
- key requirements of referral and request information including accurate client details and clinical requirements.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- use of suitable facilities, equipment and resources, including:
    - operational administration system capable of supporting provision of Telehealth services
    - organisational policies and procedures for Telehealth
    - industry Telehealth standards
- modelling of industry operating conditions, including:
    - interactions with clients and colleagues
    - integration of typical operational problems to which the candidate responds.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705