



Australian Government

HLTADM008 Administer and coordinate Telehealth services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to administer, support and monitor Telehealth services in a health care organisation in collaboration with health professionals and other service providers.

It applies to individuals in small to medium sized organisations who play a role in coordinating Telehealth activities in line with policies, procedures and protocols and legal and ethical requirements surrounding clinical risk management and governance.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Health Administration

Unit Sector

Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Develop and maintain Telehealth networks.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Establish and maintain Telehealth networks using communication skills to develop trust and confidence with diverse people and groups.
- 1.2. Use, update and share Telehealth service provider information with health professionals and other colleagues.
- 1.3. Develop and refine approaches to Telehealth service provision by pro-actively identifying and using opportunities

- to update and expand own knowledge.
2. Maintain compliance with ethical and legal requirements.
 - 2.1. Determine risks associated with the sharing of information on Telehealth platforms.
 - 2.2. Ensure collection, use and disclosure of patient information is consistent with information privacy principles and fulfilling duty of confidentiality in line with organisational policies and accreditation standards.
 - 2.3. Recognise and respect patient rights, care and safety in line with organisational policy and duty of regarding all aspects of the Telehealth service.
 - 2.4. Perform all work within the boundaries of responsibility and refer problems to supervisor or other appropriate health professional.
 3. Support Telehealth service provision.
 - 3.1. Confirm the information included in referrals and requests is clear, accurate and complete.
 - 3.2. Contact service providers and organise care as requested by an authorised health professional according to organisational policies and procedures.
 - 3.3. Coordinate information flow to meet consultation requirements.
 - 3.4. Identify and respond promptly to routine administrative Telehealth service problems.
 - 3.5. Pro-actively support colleagues with Telehealth services, share information and provide accurate information in response to queries.
 4. Complete Telehealth administration.
 - 4.1. Manage appointments, recall and reminder systems for Telehealth as per instructions provided by an authorised health professional.
 - 4.2. Complete Telehealth financial administration tasks according to billing systems and specific Telehealth requirements.
 - 4.3. Maintain client documentation according to organisational and compliance requirements.
 5. Contribute to evaluation of Telehealth services.
 - 5.1. Measure and benchmark performance using agreed methods and tools.
 - 5.2. Monitor and evaluate Telehealth systems and promote risk reduction strategies in line with legal and ethical standards.
 - 5.3. Promote compliance with accreditation requirements related to Telehealth.
 - 5.4. Implement and evaluate change in conjunction with colleagues to ensure goals are achieved.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to HLTADM001 Administer and coordinate Telehealth services.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>