Australian Government

HLTADM001 Administer and coordinate Telehealth services

Release: 2

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Modification History

Release	Comments
Release 2	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 1	This new unit was released in *HLT Health Training Package release 1.0* and meets the requirements of the 2012 Standards for Training Packages.

Application

This unit describes the skills and knowledge required to administer, support and monitor Telehealth services in a healthcare organisation in collaboration with health professionals and other service providers. The unit covers only additional administration skills that are specific to Telehealth.

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/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop and maintain Telehealth networks	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 workplace policy
	2.3 Recognise and respect patient rights, care and safety in line with organisation policy and duty of care regarding all aspects of the Telehealth service
	2.4 Perform all work within the boundaries of responsibility and refer problems to supervisor and/or other appropriate health professional
3. Support Telehealth service provision	3.1 Ensure referral or request is received and reason for referral and/or clinical requirements are clear and are correctly identified
	3.2 Contact service providers and organise care according to doctor's request in line with organisation protocol
	3.3 Coordinate information and 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 doctor's instructions
	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 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

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

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

Unit Mapping Information

No equivalent unit

Links

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