![Australian Government]

HLTADM002 Manage Telehealth technology

Release: 3

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Modification History

Release	Comments
Release 3	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 2	Minor changes to formatting to improve readability. 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 select, use and maintain Telehealth technology according to organisation needs. It requires the ability to protect the security of data, particularly in relation to client confidentiality and privacy.

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. Determine technology requirements	1.1 Seek information on organisation technology requirements based on consultation with appropriate

	colleagues and client population needs
	1.2 Investigate and document options for Telehealth platforms and select hardware and software options that best meet organisation needs
	1.3 Make recommendations to relevant colleagues within scope of own job role
	1.4 Obtain and evaluate costings for chosen hardware and software options
	1.5 Liaise with Telehealth and video consultation vendors to organise purchase and set up in line with scope of own job role, standards and organisation requirements
2. Set up consultation sessions	2.1 Prepare Telehealth video conferencing equipment for consultations according to organisation policy, procedures and protocols
	2.2 Verify all equipment meets requirements of organisation guidelines for Telehealth video conferencing
	2.3 Ensure the Telehealth consultation environment and facilities are conducive to patient care ensuring confidentiality and privacy
	2.4 Support and coach colleagues with use of Telehealth technology
3. Maintain telehealth equipment	3.1 Complete routine maintenance of Telehealth technologies, supporting equipment and facilities according to manufacturer instructions
	3.2 Make regular checks to confirm that technologies meet health, safety, industry and task specific legislation and requirements
	3.3 Use troubleshooting techniques to resolve minor technology problems
	3.4 Identify situations where expert assistance is required and organise technical support
	3.5 Provide information about privacy and confidentiality obligations technical support personnel
	3.6 Complete accurate maintenance documentation

4. Protect security of Telehealth information system	4.1 Determine information security risks associated with provision of Telehealth services
	4.2 Obtain Telehealth access and equity requirements and clearance levels in accordance with organisational requirements
	4.3 Test security of information system with daily data back-up, periodic testing and restoration of back-ups
	4.4 Ensure accurate records of user account and security access details are provided to Telehealth clients in line with system integrity, privacy and risk management
	4.5 Communicate privacy, confidentiality and security obligations to all Telehealth personnel
	4.6 Complete data security documentation according to organisation and legal requirements

Foundation Skills

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

- Numeracy skills to work with technology costings, numerical features of computer software programs and client data

Other 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