



Australian Government

**Assessment Requirements for
HLTADM009 Manage Telehealth
technology**

Release: 1

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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:

- manage the selection, set up and maintenance of at least one Telehealth system including:
 - evaluating organisation technology needs through consultation and research
 - selecting and costing options and make appropriate recommendations
 - organising technology set up
 - following procedures to protect security of the information system and client data
 - completing routine technical maintenance and troubleshooting:
 - perform and test back-ups
 - perform data cleaning
 - interpret technical manuals
 - use techniques to solve minor technical problems
- complete the technical set up for at least three Telehealth consultation sessions.

Knowledge Evidence

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

- contexts for Telehealth service provision, and the impacts on services provision and technology requirements:
 - physical environment limitations
 - location of technology within the organisation
 - need for privacy
- 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
 - confidentiality
 - consent
- features of computer hardware and software:
 - general differences between different computer platforms and their respective operating systems

- requirements to support Telehealth services
- features of medical software and operating systems used by the organisation to support Telehealth services, including software copyright responsibilities
- key features of industry standards for:
 - provision of Telehealth services
 - computer and information security
 - encryption of video data
- data security procedures:
 - backups
 - data labelling and storage
 - password policy
 - system security settings
 - documentation requirements
- routine technology maintenance procedures:
 - functions and features of diagnostic tools
 - documentation requirements
- legislation and industry standards related to the confidentiality, privacy and security of client information
- organisational policies, procedures and protocols related to Telehealth
- work health and safety requirements in relation to set up and use of computer systems.

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:
 - computerised system including both hardware and software, capable of supporting provision of Telehealth services
 - a populated database
 - organisational policies and procedures
 - industry Telehealth standards
- modelling of industry operating conditions, including:
 - integration of typical technical 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>

