Australian Government

# HLTADM009 Manage Telehealth technology

**Release: 1**

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## Modification History

Not applicable.

## Application

This unit describes the skills and knowledge required to select, use and maintain Telehealth technology according to organisational 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 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 | 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 organisational 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 organisational requirements.

| 2. Set up consultation sessions. | 2.1. Prepare Telehealth video conferencing equipment for consultations according to organisational policies, procedures and protocols. |
|---|---|
| | 2.2. Verify all equipment meets requirements of organisational guidelines for Telehealth video conferencing. |
| | 2.3. Ensure the Telehealth consultation environment and facilities are conducive to patient care and ensure 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 to 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. Gain access to Telehealth information system in accordance with organisational access, equity and clearance level requirements. |
| | 4.3. Ensure accurate records of user account and security access details are provided to Telehealth clients in line with system integrity, privacy and risk management. |
| | 4.4. Communicate privacy, confidentiality and security obligations to all Telehealth personnel. |
| | 4.5. Complete data security documentation according to organisational and legal requirements. |

## 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 HLTADM002 Manage Telehealth technology.

## Links

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