



Australian Government

HLTADM001 Administer and coordinate Telehealth services

Release: 2

HLTADM001 Administer and coordinate Telehealth services

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 <i>HLT Health Training Package release 1.0</i> 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>

Assessment Requirements for HLTADM001 Administer and coordinate Telehealth services

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 <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- provided administrative support for at least three Telehealth consultation sessions:
 - managed client information appropriately
 - managed the information flow between service providers
 - completed financial administration tasks
- responded appropriately to Telehealth administrative problems
- evaluated and reported on the provision of Telehealth services in at least one organisation
- identified and used Telehealth networks to inform practice

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- key considerations in the provision of Telehealth services:
 - clinical
 - technical
 - business

- client-centred approach
- industry Telehealth standards, guidelines and accreditation requirements
- legal requirements for the provision of Telehealth services
- risk management considerations and approaches for Telehealth
 - sharing of digital information – who can share what with whom and how
 - ownership of digital information
 - confidentiality
 - consent
- role of different individuals in provision of Telehealth services and scope and limitations of own role
- Telehealth networks and ways to use them
- context for current provision of Telehealth services, including government incentives
- key aspects of practice administration systems and how they may be used or adapted to support Telehealth services:
 - sources of information about MBS items
 - funding and support mechanisms for different client groups

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - operational administration system capable of supporting provision of Telehealth services
 - organisation policies and procedures for Telehealth
 - industry Telehealth standards
- modelling of industry operating conditions, including:
 - interactions with clients and colleagues
 - integration of typical operational problems to which the candidate responds

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency 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>