



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 <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 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>

Assessment Requirements for HLTADM002 Manage Telehealth technology

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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:

- managed the selection, set up and maintenance of at least one Telehealth system:
 - evaluated organisation technology needs through consultation and research
 - selected and costed options and made appropriate recommendations
 - organised technology set up
 - followed procedures to protect security of the information system and client data
 - completed routine technical maintenance and troubleshooting:
 - performed and tested back-ups
 - performed data cleaning
 - interpreted technical manuals
 - used techniques to solve minor technical problems
- completed the technical set up for at least 3 Telehealth consultation sessions

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:

- different 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
- 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
- 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:
 - back ups
 - 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
- 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. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - computerised system (both hardware and software) capable of supporting provision of Telehealth services
 - a populated database
 - organisation 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 (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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