



Australian Government

HLTADM008 Administer and coordinate Telehealth services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to administer, support and monitor Telehealth services in a health care organisation in collaboration with health professionals and other service providers.

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

Elements describe the essential outcomes

1. Develop and maintain Telehealth networks.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 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 organisational policies and accreditation standards.
 - 2.3. Recognise and respect patient rights, care and safety in line with organisational policy and duty of regarding all aspects of the Telehealth service.
 - 2.4. Perform all work within the boundaries of responsibility and refer problems to supervisor or other appropriate health professional.
 3. Support Telehealth service provision.
 - 3.1. Confirm the information included in referrals and requests is clear, accurate and complete.
 - 3.2. Contact service providers and organise care as requested by an authorised health professional according to organisational policies and procedures.
 - 3.3. Coordinate 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 instructions provided by an authorised health professional.
 - 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 Telehealth 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

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to HLTADM001 Administer and coordinate Telehealth services.

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 HLTADM008 Administer and coordinate Telehealth services

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:

- provide administrative support for at least three Telehealth consultation sessions including:
 - managing client information appropriately
 - managing the information flow between service providers
 - completing financial administration tasks
- in course of the above:
 - respond appropriately to Telehealth administrative problems
 - contribute to evaluation of at least one Telehealth service in at least one organisation
 - identify and use Telehealth networks to inform practice.

Knowledge Evidence

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

- key considerations in the provision of Telehealth services:
 - clinical
 - technical
 - business
 - client-centred approach
- industry Telehealth standards, guidelines and accreditation requirements as well as organisational policies
- 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
 - privacy and 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
- Telehealth evaluation methods and tools
- key aspects of practice administration systems and how they may be used and adapted to support Telehealth services:
 - sources of information about Medicare Benefits Schedule (MBS) items
 - funding and support mechanisms for different client groups
- key requirements of referral and request information including accurate client details and clinical requirements.

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:
 - operational administration system capable of supporting provision of Telehealth services
 - organisational 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' requirements for assessors.

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