



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

Elements describe the essential outcomes

1. Determine technology requirements.

PERFORMANCE CRITERIA

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

- 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>

Assessment Requirements for HLTADM009 Manage Telehealth technology

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

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