

UNIT CODE	HLTADM009
UNIT TITLE	Manage Telehealth technology
APPLICATION	<p>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.</p> <p>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.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Administration
UNIT SECTOR	Health Administration

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
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 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 organisation and legal requirements.

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	■
Writing skills to:	■
Oral communication skills to:	■
Numeracy skills to:	■ work with technology costings, numerical features of computer software programs and client data

Learning skills to:	■
Problem-solving skills to:	■
Initiative and enterprise skills to:	■
Teamwork skills to:	■
Planning and organising skills to:	■
Self-management skills to:	■
Technology skills to:	■

UNIT MAPPING INFORMATION	Supersedes and is equivalent to HLTADM002 Manage Telehealth technology
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for HLTADM009 Manage Telehealth technology
PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ managed the selection, set up and maintenance of at least one Telehealth system: <ul style="list-style-type: none"> ◦ 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: <ul style="list-style-type: none"> ◦ 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.

<p>KNOWLEDGE EVIDENCE</p>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ different contexts for Telehealth service provision, and the impacts on services provision and technology requirements: <ul style="list-style-type: none"> ○ physical environment limitations ○ location of technology within the organisation ○ need for privacy ■ risk management considerations and approaches for Telehealth <ul style="list-style-type: none"> ○ sharing of digital information – who can share what with whom and how ○ ownership of digital information ○ confidentiality ○ consent ■ features of computer hardware and software: <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ○ provision of Telehealth services ○ computer and Information security ○ encryption of video data ■ data security procedures: <ul style="list-style-type: none"> ○ understanding of backups ○ data labelling and storage ○ password policy ○ system security settings ○ documentation requirements ■ routine technology maintenance procedures: <ul style="list-style-type: none"> ○ 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.
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<p>ASSESSMENT CONDITIONS</p>	<p>Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions:</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ use of suitable facilities, equipment and resources, including: <ul style="list-style-type: none"> ◦ computerised system including 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: <ul style="list-style-type: none"> ◦ integration of typical technical problems to which the candidate responds. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<p>LINKS</p>	<p>Companion Volume Implementation Guide</p>