

<b>UNIT CODE</b>	<b>HLTADM008</b>
<b>UNIT TITLE</b>	<b>Administer and coordinate Telehealth services</b>
<b>APPLICATION</b>	<p>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.</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>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	Administration
<b>UNIT SECTOR</b>	Health Administration

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Develop and maintain Telehealth networks.	<p>1.1 Establish and maintain Telehealth networks using communication skills to develop trust and confidence with diverse people and groups.</p> <p>1.2 Use, update and share Telehealth service provider information with health professionals and other colleagues.</p> <p>1.3 Develop and refine approaches to Telehealth service provision by pro-actively identifying and using opportunities to update and expand own knowledge.</p>

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 policies and accreditation standards. 2.3 Recognise and respect patient rights, care and safety in line with organisation 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 Ensure referral or request is received and reason for referral or clinical requirements are clearly identified. 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 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 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	
<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:	■
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:	■

<b>UNIT MAPPING INFORMATION</b>	Supersedes and is equivalent to HLTADM001 Administer and coordinate Telehealth services
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for HLTADM008 Administer and coordinate Telehealth services</b>
<b>PERFORMANCE EVIDENCE</b>	<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"> <li>■ provided administrative support for at least three Telehealth consultation sessions:               <ul style="list-style-type: none"> <li>◦ managed client information appropriately</li> <li>◦ managed the information flow between service providers</li> <li>◦ completed financial administration tasks</li> </ul> </li> <li>■ responded appropriately to Telehealth administrative problems</li> <li>■ contribute to evaluation of at least one Telehealth service in at least one organisation</li> <li>■ identified and used Telehealth networks to inform practice.</li> </ul>

<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>■ key considerations in the provision of Telehealth services: <ul style="list-style-type: none"> <li>○ clinical</li> <li>○ technical</li> <li>○ business</li> <li>○ client-centred approach</li> </ul> </li> <li>■ industry Telehealth standards, guidelines and accreditation requirements</li> <li>■ legal requirements for the provision of Telehealth services</li> <li>■ risk management considerations and approaches for Telehealth <ul style="list-style-type: none"> <li>○ sharing of digital information – who can share what with whom and how</li> <li>○ ownership of digital information</li> <li>○ confidentiality</li> <li>○ consent</li> </ul> </li> <li>■ role of different individuals in provision of Telehealth services and scope and limitations of own role</li> <li>■ Telehealth networks and ways to use them</li> <li>■ context for current provision of Telehealth services, including government incentives</li> <li>■ Telehealth evaluation methods and tools</li> <li>■ key aspects of practice administration systems and how they may be used or adapted to support Telehealth services: <ul style="list-style-type: none"> <li>○ sources of information about MBS items</li> <li>○ funding and support mechanisms for different client groups.</li> </ul> </li> </ul>
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<b>ASSESSMENT CONDITIONS</b>	<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"> <li>■ use of suitable facilities, equipment and resources, including: <ul style="list-style-type: none"> <li>○ operational administration system capable of supporting provision of Telehealth services</li> <li>○ organisation policies and procedures for Telehealth</li> <li>○ industry Telehealth standards</li> </ul> </li> <li>■ modelling of industry operating conditions, including: <ul style="list-style-type: none"> <li>○ interactions with clients and colleagues</li> <li>○ integration of typical operational problems to which the candidate responds.</li> </ul> </li> </ul> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide