Guidelines for the use of Telehealth for Clinical and non-Clinical Usage in NSW

Why Telehealth Guidelines?
The NSW Agency for Clinical Innovation (ACI) Rural Telehealth Working Group has developed state-wide Guidelines for those using Telehealth across NSW.

The Telehealth Guidelines are a generic high level resource, and include a toolkit of templates and checklists which can be customised to meet local need.

The Telehealth Guidelines are available for sites that are part of a telehealth consultation (at both ends), to provide a common standardised communications framework specifically targeting ‘clinician to patient’, and ‘clinician to clinician’ usage groups across the whole of the patient journey.

Who are they for?
The Guidelines are intended as a guide for use by NSW Health staff, Non-government organisations, Medicare Locals (Primary Health Networks), General Practitioners (GPs), Specialists, Aboriginal Medical Services, Colleges and Organisations.

What do we need to consider?
Implementation considerations include; clinician, organisational and patient readiness, room requirements, patient information, documentation, confidentiality and evaluation.

What’s in the resource kit?
- **Clinical resources include:** checklists for setting up and conducting a clinic, patient information, readiness assessments and templates for documentation and reporting.
- **Non-Clinical resources include:** Tips and checklists to assist with videoconferences between clinicians; education, case conferencing - consent for recording, telehealth session evaluation.

Funding considerations?
There are two funding streams available for telehealth consultations:

- **Medicare** – Telehealth consultations can be performed by a specialist, psychiatrist or a consulting physician.
- **Activity Based Funding (ABF)** –
  - Non admitted patients - all locations involved in the telehealth service must report a telehealth occasion of service and document the service in the patient’s medical record, for the service to be counted under ABF.
  - Admitted and ED patients - Clinicians document telehealth consultations as per normal practice.

- There must be an audio and visual link to claim a Telehealth consultation.


For further information contact:
Julia Martinovich
Telehealth Implementation Officer
Tel. + 61 2 9464 4654
Email: Julia.Martinovich@health.nsw.gov.au