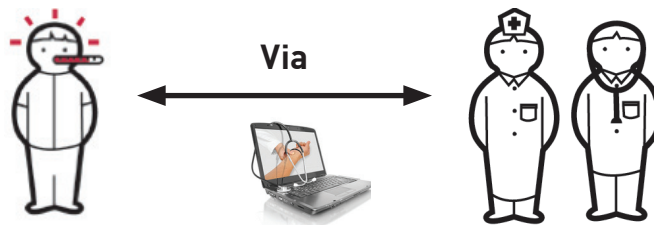


# Guidelines for the use of Telehealth for Clinical and non-Clinical Usage in NSW



## 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.

The Telehealth Guidelines are located online at

<http://www.aci.health.nsw.gov.au/resources/telehealth>

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