DELIVERING TELEHEALTH SESSIONS POLICY AND PROCEDURE

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Purpose and Scope

This policy and procedure sets out person-centered principles for Bilingual Care staff to guide and deliver Telehealth Sessions to Bilingual Care's consumers. It applies to all potential and existing consumers, their family members, carers, and other supporters as well as Bilingual Care staff and other stakeholders, and meets relevant legislation, regulations and Standards.

Applicable Aged Care Quality Standards

- *Standard 1. Consumer Dignity and Choice*
- *Standard 2. Ongoing Assessment and Planning with Consumers*
- *Standard 3. Personal Care and Clinical Care*
- *Standard 4. Services and Supports for Daily Living*
- *Standard 7. Human Resources*

Definitions[1]

Hardware – the physical components of a computer that either complete processing tasks, store information or provide an interface for the input and output of data (e.g., webcams and monitors).

Software - programs and applications that allow a computer to perform certain tasks, including word processing, email, and videoconferencing.

Telehealth - the provision of health care from a distance, which often takes the form of consultations conducted via videoconference.

Policy

Telehealth offers Bilingual Care an alternative way of reaching consumers, increasing their access to Aged Care supports and services. Telehealth significantly reduces the barriers commonly experienced by rural and remote consumers to accessing specialist care, such as travel, time, and cost.

Procedures

General

[1] The Royal Australasian College of Physicians, *Telehealth Guidelines and Practical Tips*, RACP, accessed 15 March 2023, https://www.racp.edu.au/docs/default-source/advocacy-library/telehealth-guidelines-and-practical-tips.pdf

Telehealth and Videoconferencing are an optional Aged Care support that is offered to Bilingual Care consumers who would benefit from this method of service delivery and have the below hardware, software and set up. Bilingual Care will not fund this for consumers.

Hardware, Software and Set Up

Bilingual Care staff must consider the compatibility, accessibility, affordability, and user friendliness of its Telehealth technology prior to offering Telehealth Sessions to consumers.

Bilingual Care staff and consumers engaging in Telehealth consultations will need:

- a computer, internet-enabled smart device, or videoconferencing facility
- a webcam or camera
- a monitor, microphone, and speakers/headset
- a reliable internet connection and
- videoconferencing software (or access to a web-based teleconferencing service).

Prior to a Telehealth Session

Before conducting a telehealth consultation, staff should ensure that consumers understand how the consultation will proceed.

This may include:

- providing the consumer with Easy English information about telehealth
- informing the consumer of the other available support options (including face-to-face service delivery and phone consultations)
- informing the consumer of the charges for telehealth sessions to their Aged Care supports, and
- indicating the length of the telehealth consultation.

Bilingual Care's Managing Director will schedule consumers' telehealth sessions and inform them of the details via phone.

Privacy, Confidentiality, and Informed Consent

Bilingual Care must comply with the *Privacy Act 1988 (Cth)*, Australian Privacy Principles and State/Territory Privacy requirements. All video recordings and still images are to be recorded securely:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

Staff conducting telehealth consultations must obtain informed consent from consumers prior to their telehealth session. Staff must also gain explicit consent for any video recording, each time recording is undertaken.

Staff must ensure that all consumers fully understand what telehealth entails, how it will be used in their individual circumstances, how Bilingual Care is going to safeguard their privacy and confidentiality with the technology being used and how video recordings and documents will be stored.

Staff must ensure that all consumers wanting to engage in telehealth sessions sign a copy of Bilingual Care's *Consent to Participate in a Telehealth Support Session Form*.

Conducting Telehealth Sessions

Telehealth is no different to any other Aged Care support that Bilingual Care delivers and should be conducted in a similar manner to a face-to-face session. This includes ensuring that consumers are provided with information in a way they can understand.

Risk and Incident Management

Incidents that occur during the provision of remote service delivery must be responded to and reported in accordance with Bilingual Care's risk and incident management policies and procedures.

Supporting Documents

Documents relevant to this policy and procedure include:

- *Privacy and Confidentiality Policy and Procedure*
- *Consent to Participate in a Telehealth Support Session Form*

Monitoring and Review

This policy and procedure will be reviewed at least annually by the Leadership Team. Reviews will incorporate staff, consumer, and other stakeholder feedback.

Reviews of this policy and procedure will include:

- consumer file audits, to assess alignment between documented processes and actual practice and
- feedback from people on their satisfaction with any Telehealth supports provided to them.

Bilingual Care's *Continuous Improvement Plan* will be used to record improvements identified and monitor the progress of their implementation. Where relevant, this information will be considered as part of Bilingual Care's service planning and delivery processes.

DOCUMENT CONTROL

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