# Adapting to Telehealth for Allied Health & Commissioned Services

Sli.do Instructions

Go to: slido.com

Event Code: #THAH

What is Sli.do?

Sli.do is an online tool that will allow you to ask interactive questions on your mobile device during the workshop & also complete an online evaluation form at the end of the day. It is completely anonymous unless you decide to add your name for follow up purposes.

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# Allied Health Webinar New Ways of Working Adapting to TeleHealth

Integrated Care
15/4/20

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# Acknowledgement of Country

Dan Reynolds

# The Program

Acknowledgement of Country – Dan Reynolds

Introduction and Format – Anthony Clay

Information Technology and Privacy – Jason Rumianek

Panel Discussion – Andrew Mahony and Dr Stephen Hirneth

MBS Items – Cheyenne Moody

Information Sources

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# Telehealth IT and Privacy



# Jason Rumianek

## IMIT Manager HNECCPHN

# Jason Rumianek – My background

- 1998 to present worked in Primary Health sector in Information Management & Technology

- Early 2000's Setup of managed IT services system with Primary Care clinicians as sole clients

- Mid 2000's ATUG Award winning Best Broadband Solution for our region which provided business grade internet with managed Cisco routers for Primary Care providers

- 2012 Created Telehealth community in Hunter Region

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# Telehealth - Overview

- Telehealth is the delivery of healthcare at a distance using information communications technology (ICT) – definition sourced from Agency for Clinical Innovation (ACI) Telehealth in Practice Guide

- Technology is a key component but think of this implementation as a change management project

- Covid-19 a key driver in Telehealth uptake

- MBS billing changes also a key driver

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# Telehealth – Ways of delivering

- Clinical requirements should always determine the technical solution

- Telehealth modalities are:
    - Telephone
    - **Video conferencing**
    - Store and forward (such as email)
    - Remote Monitoring devices (such as wearable devices and smartphone apps that are used to collect patient measures)
    - Website and applications (apps)

# Telehealth – Video conferencing



- Key hardware components for the of clinicians:

    - Computer or Laptop

    - Camera or Webcam

    - Headset

    - Other methods could include tablets or smart phones

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# Telehealth – Software selection

- Key software considerations, does it support:

  - Audio only conversation
  - Audio and Visual conversation
  - Waiting Room
  - Screen Sharing
  - Recording
  - Privacy
  - Budget

# Telehealth – Software Application List

| Application | URL |
|---|---|
| Healthdirect Video Call | https://help.vcc.healthdirect.org.au/ |
| GP Consults | https://gpconsults.com.au/ |
| COViU | https://www.coviu.com/ |
| Attend Anywhere | https://www.attendanywhere.com/ |
| Scopia | https://support.avaya.com/products/P1421/scopia-desktop/8.2.1 |
| Pexip | https://www.pexip.com/ |
| Skype for Business | https://products.office.com/en-au/skype-for-business/download-app |
| Logmein GOTO Meeting | https://www.gotomeeting.com/en-au |

# Telehealth – HNECCPHN Assistance

- Platform – Healthdirect Video Call

- Registrations and EOI's can be sent to telehealth@hneccphn.com.au

- Training material supplied

- www.hneccphn.com.au tomorrow - Telehealth section added

- Hardware purchases to be available this week through web portal

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# Privacy

- Look at security of the videoconferencing interface (software and hardware)

- Storage of any video recordings and still images

- The visual and audio privacy of the room where the videoconferencing is being conducted

- Confirm email addresses or mobile numbers before sending

- If sending email follow up with phone call to ensure it has arrived safely

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# Telehealth Resources

- Agency for Clinical Innovation (ACI) Telehealth Resources
https://www.aci.health.nsw.gov.au/make-it-happen/telehealth

- RACGP Telehealth Resources
https://www.racgp.org.au/running-a-practice/technology/clinical-technology/telehealth

https://www.racgp.org.au/FSDEDEV/media/documents/Clinical%20Resources/Guidelines/Guide-to-providing-telephone-and-video-consultations.pdf

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# Thank You

- Questions ?

# Allied Health Telehealth Discussion Panel

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# Mr Andrew Mahony
# Dr Stephen Hirneth

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# MBS Allied Health Telehealth item no.'s

Cheyenne Moody

# Allied Health Bulk Billed MBS Telehealth Services – Cheyenne Moody

- On Friday 13 March, 2020 new temporary telehealth items were introduced by the Federal Government and after this date these items were expanded to factor in allied health services.

- On Monday 30 March, 2020 these items became general in nature and have no relation to diagnosing, treating or suspecting COVID-19.

- From Monday 6 April, 2020 it became a legislative requirement that the new telehealth services must be bulk billed for Commonwealth concession card holders, children under 16 years old and patients who are more vulnerable to COVID-19.

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# Allied Health Bulk Billed MBS Telehealth Services

There have been 32 new telehealth items that can be used by allied health providers, depending on your profession and scope of practice.

New items fall under group M18, sub-groups 11-22 and include:

- Chronic disease management

- Pregnancy support

- Autism management

- Follow-up services for people of Aboriginal or Torres Strait Islander descent

- Eating disorder management

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# Eligible Allied Health Providers

Allied health service providers that are eligible to claim the new temporary MBS telehealth items that are within their scope of practice, include:

- Aboriginal and Torres Strait Islander Health Workers and Health Practitioners

- Audiologists

- Diabetes Educators

- Dietitians

- Exercise Physiologists

- Occupational Therapists

- Optometrists

- Physiotherapists

- Psychologists

- Social workers

Please visit this web address if you would like a list of all eligible allied health service providers:
https://www.legislation.gov.au/Details/F2020L00342

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# New Temporary Allied Health Items

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**ALLIED HEALTH ATTENDANCES**
These services need to be bulk-billed, and are for non-admitted patients

| Service | Existing Items _face to face_ | Telehealth items _video-conference_ | Telephone items – _for when video-conferencing is not available_ |
|---|---|---|---|
| **Chronic disease management** | | | |
| Allied CDM services (all 13 items) | 10950, 10951, 10952, 10953, 10954, 10956, 10958, 10960, 10962, 10964, 10966, 10968, 10970 | 93000 | 93013 |
| **Pregnancy support** | | | |
| Pregnancy support counselling, eligible psychologist, at least 30 minutes | 81000 | 93026 | 93029 |
| **Follow-up Allied Health Services for people of Aboriginal or Torres Strait Islander descent** | | | |
| Allied Follow-up CDM services (all 13 items) | 81300, 81305, 81310, 81315, 81320, 81325, 81330, 81335, 81340, 81345, 81350, 81355, 81360 | 93048 | 93061 |

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# New Temporary Allied Health Items

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| ALLIED HEALTH ATTENDANCES<br>These services need to be bulk-billed, and are for non-admitted patients | | | |
|---|---|---|---|
| **Service** | **Existing Items**<br>*face to face* | **Telehealth items**<br>*video-conference* | **Telephone items –**<br>*for when video-conferencing is not available* |
| **Autism management** | | | |
| Psychology, early intervention services for children with autism, pervasive developmental disorder or disability, under 13 years | 82000 | 93032 | 93040 |
| Speech pathology or Occupational therapy, early intervention services for children with autism, pervasive developmental disorder or disability, under 13 years | 82005<br>82010 | 93033 | 93041 |
| Psychology, early intervention services for children with autism, pervasive developmental disorder or disability, under 15 years | 82015 | 93035 | 93043 |
| Speech pathology, Occupational therapy, Audiology, Optometry, Orthoptic or Physiotherapy early intervention services for children with autism, pervasive developmental disorder or disability, under 15 years | 82020, 82025, 82030, 82035 | 93036 | 93044 |

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# New Temporary Allied Health Items

**ALLIED HEALTH ATTENDANCES**

These services need to be bulk-billed, and are for non-admitted patients

| Service | Existing Items *face to face* | Telehealth items *video-conference* | Telephone items – *for when video-conferencing is not available* |
|---|---|---|---|
| **Eating Disorder Management** | | | |
| Dietetics, eating disorders service, at least 20 minutes | 82350 | 93074 | 93108 |
| Clinical psychologist, eating disorders service, 30 to 50 minutes | 82352 | 93076 | 93110 |
| Clinical psychologist, eating disorders service, at least 50 minutes | 82355 | 93079 | 93113 |
| Psychologist, eating disorders service, 20 to 50 minutes | 82360 | 93084 | 93118 |
| Psychologist, eating disorders service, at least 50 minutes | 82363 | 93087 | 93121 |
| Occupational therapist, eating disorders service, 20 to 50 minutes | 82368 | 93092 | 93126 |
| Occupational therapist, eating disorders service, at least 50 minutes | 82371 | 93095 | 93129 |
| Social worker, eating disorders service, 20 to 50 minutes | 82376 | 93100 | 93134 |
| Social worker, eating disorders service, at least 50 minutes | 82379 | 93103 | 93137 |

# Want more information?

Visit: mbsonline.gov.au for up-to-date information.

Email: askMBS@health.gov.au for any queries on the interpretation of the MBS Schedule.

# Trusted Information Sources

https://www.health.gov.au/

https://www.health.nsw.gov.au/Pages/default.aspx

https://www.hneccphn.com.au/programs-resources/healthpathways/

https://hne.communityhealthpathways.org/LoginFiles/Logon.aspx?ReturnUrl=%2f

https://www.hneccphn.com.au/programs-resources/patientinfo/

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