MasterMind

COVID-19
Overview and guide to telehealth

Presented by
Hunter New England Central Coast Primary Health Network
Primary Care Improvement Officer Team
2nd April 2020

HNECC PHN acknowledges the traditional owners and custodians of the land that we live and work on as the First People of this Country.

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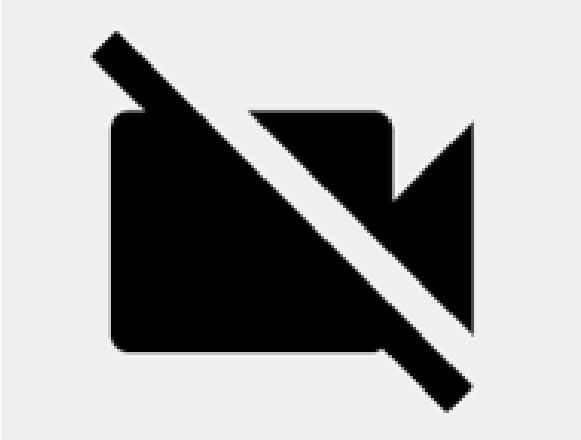
Healthy **People** | Healthy **Communities**

Welcome



Send questions to SLIDO WWW.SLI.DO

Enter event code: #MMRGP

Access the Q&A tab

Learning objectives

- Provide practical tips to set up telehealth clinics
- Illustrate an example appointment day for a GP working remotely using the new telehealth MBS items
- Explore how your team can contribute and support successful telehealth clinics and GPs who are working remotely

Disclaimer

- Information current as at 9am, 2 April 2020
- Practices and practitioners are to use professional judgement for the services they provide and meet MBS eligibility requirements for compliance
- Email: **askMBS@health.gov.au** for any query's related to the interpretation of the MBS Schedule

Information sources

Community HealthPathways

Central Coast HealthPathways
Username: centralcoast
Password: 1connect

HNE HealthPathways
Username: hnehealth
Password: p1thw1ys

COVID-19 PHN Update

Subscribe **here**

Hunter New England

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COVID-19 Telehealth

Indicates specific advice about Aboriginal and Torres Strait Islander people.

Indicates information specific to people from culturally and linguistically diverse communities.

This page is about telehealth consultations during the COVID-19 pandemic.

See also:

- COVID-19 Telehealth MBS Items News
- COVID-19 Bulk Billed MBS Telehealth Services

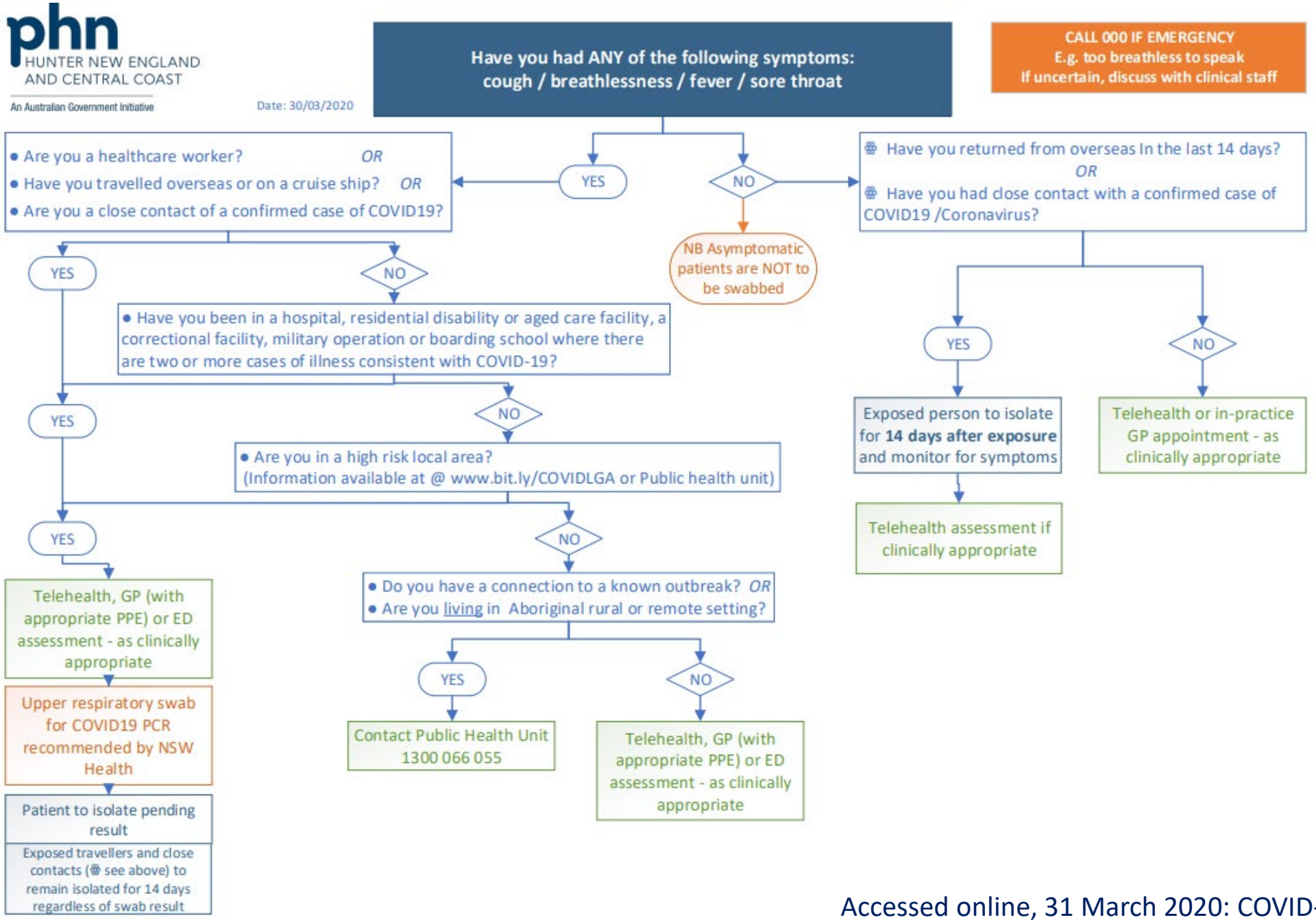
Clinical editor's note

As of 30 March 2020, these MBS items have become general in nature and have no relation to diagnosing, treating, or suspecting COVID-19.

Assessment

New temporary telehealth bulk billing item numbers have been created in response to the COVID-19 pande

1. Determine eligibility. The new temporary MBS telehealth items are available to providers of bulk billed tel



Accessed online, 31 March 2020: COVID-19 Telehealth
https://hne.communityhealthpathways.org/730077.htm

What consult options are available?

- No specific equipment is required to provide Medicare-compliant telehealth services
- Practitioners must ensure that their chosen telecommunications solution meets clinical requirements and satisfies privacy laws

Role: Practice Manager

- ✓ Allocate time in your calendar to check for updates on HealthPathways
- ✓ Organise daily morning meeting to communicate updates with all remote and onsite staff
- ✓ Contacting IT provider to arrange remote access
  - ❑ ensuring new technology meets security and privacy legislation, accreditation, governance, policy and procedures etc.
- ✓ Coordinate delivery and pick up of prescriptions and pathology paperwork to and from pharmacy, pathology and imaging premises and remote working site/s

Role: Practice Manager

- ✓ Obtain medical indemnity cover for remote site
- ✓ Checking clinicians are using a practice allocated phone, email address
- ✓ Organise an MBS Telehealth billing cheat sheet as a reference for the GP
- ✓ Set up SeNT e-referral (HNE only)
  - ✓ Ensure your GP has sent e-Referral installed on lap top and knows how to use it. If not, your friendly PCIO team can assist with his remotely.

Example appointment schedule

Time	Dr Frederick Findacure 26/03/2020
8:05 am	
8:10 am	
8:15 am	
8:20 am	
8:25 am	
8:30 am	Benjamin Abbott - Non Urgent Recall - Path - TealthHealth -phone
8:35 am	
8:40 am	
8:45 am	Maree Ackermann - Non Urgent Recall - X-ray - Telehealth - Video
8:50 am	
8:55 am	
9:00 am	Alan Abbott - Telehealth Phone (91809)
9:05 am	
9:10 am	
9:15 am	Oliver Trent - Telehealth Phone (91809)
9:20 am	
9:25 am	
9:30 am	Sally Silly - Telehealth Phone (91809)
9:35 am	
9:40 am	
9:45 am	Madeline Abbott - Telehealth Phone (91809)
9:50 am	
9:55 am	
10:00 am	Raymond "Ray" Bartholomew - Telehealllth Video (91800)
10:05 am	
10:10 am	
10:15 am	Kathleen Costello - Telehealllth Video (91800)
10:20 am	
10:25 am	
10:30 am	Christina Zimmerman - Telehealllth Video (91800)
10:35 am	
10:40 am	
10:45 am	Ashley Ackerman - Nursing home (RACF) visit Telehealth video
10:50 am	Felix Adams - Nursing home (RACF) visit Telehealth video
10:55 am	Anastasia Abbott - Nursing home (RACF) visit Video
11:00 am	
11:05 am	Madeline Abbott - Nursing home (RACF) visit Video
11:10 am	Raymond "Ray" Bartholomew - Nursing home (RACF) visit Video
11:15 am	Maree Ackermann - Nursing home (RACF) visit Telehealth- phone
11:20 am	
11:25 am	

Role: Reception

- ✓ Where receptionist is unsure if the patient needs to be seen sooner then put phone call through to Nurse to triage accordingly

- ✓ When booking patient for telehealth:
  - ❑ Obtain or check patient email address
  - ❑ Verify phone number/s and preferred phone number
  - ❑ Verify if the patient needs a support person to assist them
  - ❑ Provide an approximate time e.g. "Your appointment is scheduled for 1pm but please be available between 12:45 and 1:30pm."
  - ❑ Ask patient to ensure phone is not on silent and on loud ring tone.

Role: GP (working remotely)

- Good lighting and professional surrounds
- Printer / fax / shredder with access to print/ scan back to practice
- Plain paper, prescription paper/pads, pathology referral paper, stamps and envelopes
- Two monitors (ideally one for consult and another for recording notes)
- Internet speed for visual and sound capability

Role: GP (working remotely)

- **Ask patient preferred pharmacy or pathology site** to fax or email prescriptions/ request
- **Liaison and coordination** with practice manager regarding original prescriptions and following up if information received
- **Obtain patient email consent** where possible, note verbal consent in the patient file
- **Patient identification** and protection of information

Role: GP (working remotely)

- **Using SeNT e-referral** (HNE only) for public referrals
  - installed and competent to use by 1 May 2020

- Practicing according to **current advice** (e.g utilise HealthPathways)

- Process to **store and collate paperwork**

A helpful contact list for your GP working remotely

phn HUNTER NEW ENGLAND AND CENTRAL COAST
An Australian Government Initiative

Practice Site ID: [Practice Manager to supply]

IT provider: ☎ [Practice Manager to supply]

Best Practice: ☎ 1300 40 1111

Medical Director: ☎ 1300 300 161

Communicare: ☎ 1800 798 441

PenCS: ☎ 1800 762 993

BPAC: ☎ 1800 247 544

NSW Public Health Unit (directs to local PHU): ☎ 1300 066 055

Local private COVID-19 clinic: ☎ [Practice Manager to supply]

Local pharmacy: ☎ [Practice Manager to supply]

PHN PCIO: ☎ [Practice Manager to supply]

The patient experience

Questions

MEDICARE PRESCRIPTION PLAN - PART D
SO, WHAT'S IT GOING TO BE?... DEAL OR NO DEAL?
CAN I HAVE A FEW MORE MONTHS TO THINK IT OVER?
OPTION 3
OPTION 4
OPTION 5
OPTION 6

References and useful resources

References

MBS Online. Temporary Telehealth Bulk-Billed Items for COVID-19. Accessed online: http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Factsheet-TempBB

MBS Online. The new COVID-19 Telehealth MBS items can now be claimed (updated to include for new services by GPs, other medical practitioners, specialists and allied health). Accessed online: http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/news-2020-03-29-latest-news-March

Australian Government. Federal Ledger of Legislation. Health Insurance (Section 3C General Medical Services – COVID Services) Determination 2020. Accessed online: https://www.legislation.gov.au/Details/F2020L00292

Office of the Australian Information Commissioner. 5 June 2018. Guide to securing personal information. Accessed online: https://www.oaic.gov.au/privacy/guidance-and-advice/guide-to-securing-personal-information/

Useful resources

Australian Government. Services Australia. Bulk billing a video telehealth consultation. (Email agreement). Accessed online: https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/mbs-and-telehealth/claiming/bulk-billing-telehealth-video-consultation

Australian Government. Australian Digital Health Agency. Information Security Guide for small healthcare businesses. Accessed online: https://www.digitalhealth.gov.au/about-the-agency/digital-health-cyber-security-centre/information-security-guide-for-small-healthcare-businesses

Australian Government. Australian Digital Health Agency. Toolkit for selecting secure IT products and services https://www.digitalhealth.gov.au/about-the-agency/digital-health-cyber-security-centre/toolkit-for-selecting-secure-it-products-and-services

RACGP. Prevention, protection Preservation: Information security in general practice. Accessed online: https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice

RACGP. Privacy and managing health information in general practice. Accessed online: https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/privacy

COVID-19 – TEMPORARY MBS TELEHEALTH ITEMS

GENERAL PRACTITIONER ATTENDANCES These services need to be bulk-billed, and are for non-admitted patients			
Service	**Existing Items** *face to face*	**Telehealth items** *via video-conference*	**Telephone items** – *for when video-conferencing is not available*
Standard GP Attendance			
Attendance for an obvious problem	3	91790	91795
Attendance less than 20 minutes	23	91800	91809
Attendance at least 20 minutes	36	91801	91810
Attendance at least 40 minutes	44	91802	91811
Health assessment for people of Aboriginal or Torres Strait Islander descent			
GP health assessment	715	92004	92016
Chronic Disease Management			
GP management plan, prepare	721	92024	92068
GP team care arrangement, co-ordinate development	723	92025	92069
GP contribution to prepare or review a multidisciplinary care plan, prepared by another provider	729	92026	92070
GP contribution to prepare or review a multidisciplinary care plan, prepared by a provider when the patient was admitted or by a RACF	731	92027	92071
GP attendance to coordinate a GP management plan or team care arrangements	732	92028	92072
Autism Management			
GP early intervention services for children with autism, pervasive developmental disorder or disability	139	92142	92145
Pregnancy Support			
GP pregnancy support item, more than 20 minutes	4001	92136	92138