

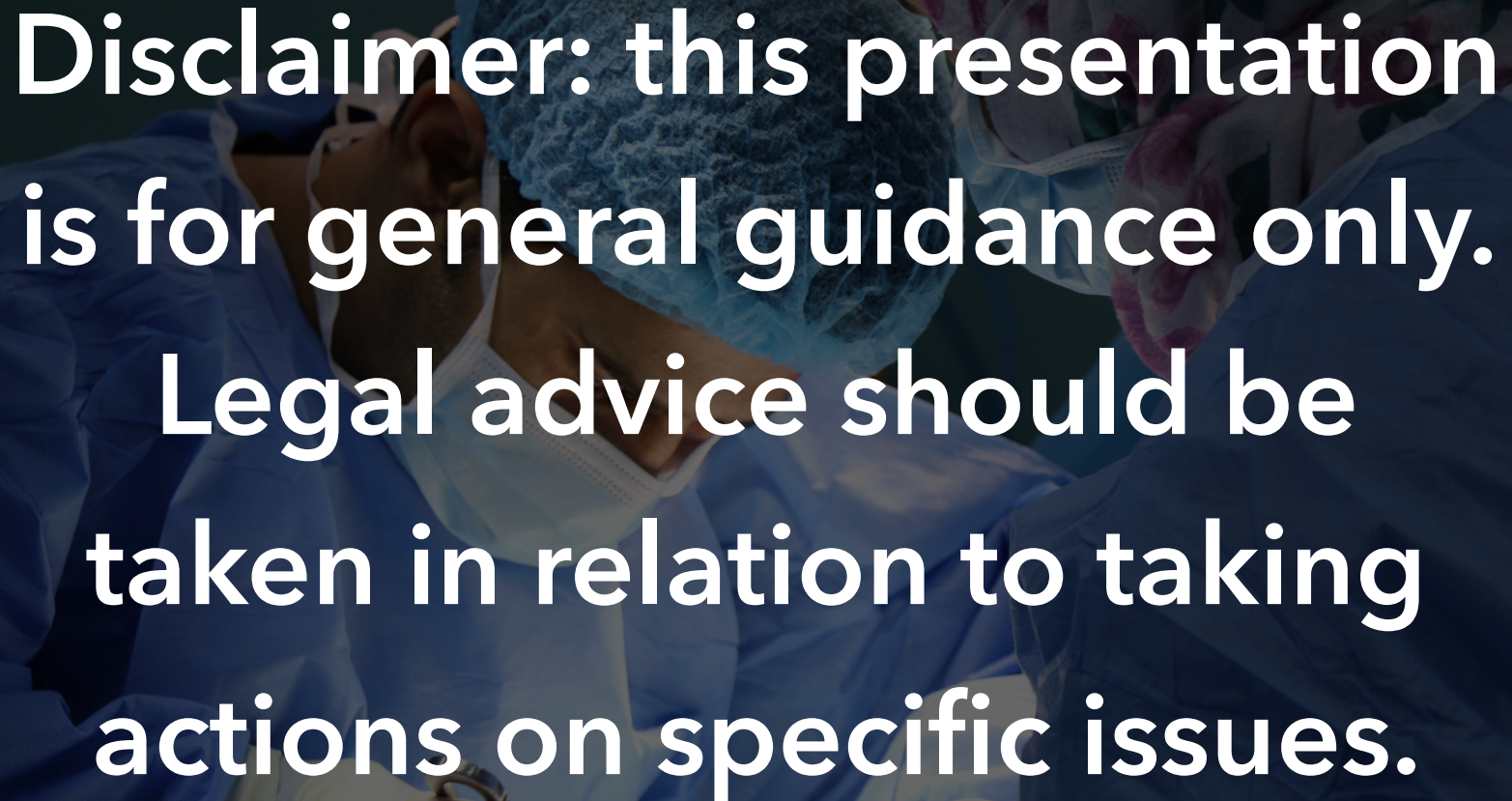


# Is Telehealth the Future of Medicine in Australia?



**WITH SARAH  
BARTHOLOMEUSZ**

Facilitated by  **HotDoc**



**Disclaimer: this presentation  
is for general guidance only.  
Legal advice should be  
taken in relation to taking  
actions on specific issues.**











COVID-19





# WHO AM I?



# CRITICAL ISSUES

- Confidentiality, Privacy & Cyber Security
- Hard Copy Issues
- Technology
- Billing
- Practice Considerations





# Confidentiality, Privacy & Cyber Security



# Confidentiality

- Is the patient in a location that will maintain their confidentiality?
- Are there other people in the room with them?
- If yes, is the patient comfortable for those people to be in the room?
- Do we have adequate policies and procedures in place to deal with sensitive (paper-based) information at individual residences, maintaining client confidentiality?





# Privacy

- Does our Privacy Policy address telehealth?
- Are there security and privacy controls in place to discharge the obligation to take reasonable steps to protect data?
- Do our current policies, procedures and risk management protocols include provisions for securely storing of video recordings, images and teleconferencing in accordance with the provisions of Australian Privacy Principle 11?
- Do we have a policy for collection and scanning of mail, sending scripts etc?



# Cyber Security

Security of data is paramount consideration in evaluating the means by which telehealth is conducted.

- Do we have policies and procedures in place in the event of a Notifiable Data breach?
- Do we have an IT Policy & Protocols to deal with cyber security?
- Do we have cyber security insurance?





# HARD COPY ISSUES

- Prescriptions
- Certificates
- Other sensitive paper based information



# TECHNOLOGY

- Do we have adequate equipment and software suitable for telehealth?
- What arrangements are in place to provide our doctors with access to the software required?
- Does the telehealth equipment comply with regulations for electronic storage?
- Do we have a back up plan if there is a failure?





# Billing

1. Read and understand the new MBS requirements for telehealth billing.
2. Have a clear Policy about Medicare and bulk billing.
3. Consider how you will obtain full financial consent from the patient about out of pocket costs.
4. How will payment be collected from patients following a telehealth consult?





The background of the slide is a photograph of several surgeons in an operating room. They are wearing blue surgical gowns, masks, and hairnets. The lighting is focused on the surgical site, and the overall tone is professional and clinical.

# Practice Considerations

- Have we considered which services are appropriate to offer through telehealth?
- Do our telehealth consultations suit our patients?
- Have we considered relationships with other health care providers?
- Do our practitioners need training to gain technical expertise?
- Do we have a workspace that is appropriate for telehealth?







# WHAT YOU WILL NEED TO WIN

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1. Confidentiality, Privacy & Cyber Security
2. Hard Copy Issues
3. Technology
4. Billing
5. Practice Considerations





# FULL STORY

CORONAVIRUS  
UPDATES

0:13

How the coronavirus has changed  
Full Story — 1 May 2020

Episode: How the  
coronavirus has  
changed the  
Australia's Health  
Care System







# Questions





# you legal for doctors



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## STILL HAVE MORE QUESTIONS?

Join over 2,900+ Healthcare Professionals in our **HOT TOPIC** post directly after the webinar to ask Sarah, Magali and our entire community.

Our community is also a great resource & support space during the COVID-19 pandemic  
**Don't Forget to enter....**



Join our Facebook Group **“For the Love of Healthcare”** to find out how to enter.

Request to join here <https://www.facebook.com/groups/fortheloveofhealthcare>



## IN CONVERSATION



Host

Magali De Castro - Clinical Director, HotDoc

**Dealing with Burnout: Signs to look for and tips to manage it**



Special Guest

Kylie Zeal - Professional Certified Coach