Funding Telehealth Video Consultations in the Emergency Department

Data Collection Guidelines

Background
To encourage and facilitate the use of telehealth in emergency settings, emergency departments are able to count telehealth video consultations provided to patients in an Urgent Care Centre or in another emergency department or in a Victorian government or non-government sub-regional residential aged care service (RACS).

In 2016-17, the Department of Health and Human Services began including telehealth video consultations as an activity component of the Non-Admitted Emergency Services Grant (NAESG) and the Group C Accident & Emergency Grant (Group C A&E).

Purpose of the data collection
Telehealth video consultations that are provided by an emergency department (ED), when there is a need to deliver clinical advice remotely, will be counted in an annual aggregate ED activity reported to the department.

Collection of the data relating to telehealth video consultations will enable the activity to be reflected within the annual rebasing of the NAESG and Group C A&E.

Who collects the data?
The ED that provides a telehealth video consultation must manually enter the details of each consultation in the Annual Telehealth in ED Data Collection form.

Data submission
Telehealth data for the period of 1 March to 28 February, should be collected and aggregated in the Annual Telehealth in ED Data Collection form and submitted to the department on annually via email to: telehealth@health.vic.gov.au.

Due dates for form

<table>
<thead>
<tr>
<th>Form name</th>
<th>Due date</th>
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<tr>
<td>Annual Telehealth in ED Data Collection</td>
<td>4 March on an annual basis</td>
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Scope
Any Victorian public ED may provide telehealth video consultations to a consenting patient located within another Victorian public ED or Victorian public Urgent Care Centre (UCC) or Victorian government or non-government sub-regional RACS.

Activity that can be counted
A nurse or doctor from an ED or UCC or a nurse from a Victorian government or non-government RACS can tele-present via video a patient to a remote doctor or nurse in another ED for assessment, evaluation and treatment using videoconferencing systems.

The telehealth activity must be an interactive, real-time clinical consultation provided to a consenting patient.

To be counted as an ED telehealth video consultation, the activity must meet the following criteria:

• The patient’s physical location must be within a Victorian UCC or ED or in a Victorian government or non-government RACS in a sub-regional area.

• In situations where the patient is located at a Victorian government or non-government sub-regional RACS, the telehealth video consultation must take place in the after-hours period, in circumstances, where:
  - no general practitioner or Health Independence Program service is available or appropriate for the circumstances
  - staff at the RACS are considering transferring the patient to an ED
  - a registered nurse is located with and supporting the patient during the telehealth video
consultation in the Victorian government or non-government RACS
- a telephone consultation is insufficient.

- The telehealth video consultation must be of virtual equivalence to a face to face consultation. This means both the remote ED clinician and the patient must interact in a mutually responsive manner, utilising an audio-visual link.
- A medical record must be kept both at the site where the patient is physically located and at the ED that has provided a remote telehealth video consultation.
- The consultation must involve an interaction between at least one clinician in the ED providing the telehealth video consultation and the patient.
- The patient’s presenting condition/injury must be visible to the remote ED clinician.
- The patient’s presentation must be of an unplanned nature.
- The patient must be triaged at the physical presentation site before initiating a telehealth video consultation.
- In situations where a telehealth video consultation has ended and the patient is discharged, any subsequent presentations are counted as a new presentation.
- If a patient is transferred from the presenting site to the telehealth video consultation site, this should be recorded in both the patient’s medical record at the physical location and in the Annual Telehealth in ED Data Collection Form.
- Note: On arrival to the ED, the patient should be recorded as a new presentation in the VEMD.

Activity that is excluded

- Outpatients of a health service that receive an ED consultation as part of their outpatient care are not eligible to be counted as an ED telehealth consultation.
- Consultations where a patient is not located at a Victorian public health service or a Victorian government or non-government sub-regional RACS are not eligible to be counted as an ED telehealth video consultation.
- Consultations conducted with Adult Retrieval Victoria or the Paediatric Infant Perinatal Emergency Retrieval service for major trauma patients are not eligible to be counted as an ED telehealth video consultation.
- Administrative phone calls and second opinions where the consultation does not include an audio-visual interaction with the patient is not eligible to be counted as an ED telehealth consultation.

Sub-regional residential aged care services (RACS)

- This includes government and non-government RACS located within the catchment area of the following sub-regional health services:
  - Bairnsdale Regional Health Service
  - Bass Coast Regional Health
  - Castlemaine Health
  - Central Gippsland Health Service
  - Echuca Regional Health
  - Mildura Base Hospital
  - Northeast Health Wangaratta
  - South West Healthcare
  - Swan Hill District Health
  - West Gippsland Healthcare Group
  - Western District Health Service
  - Wimmera Health Care Group.

Other resources

- Appendix 1: Example Urgent Care After Hours ED Telehealth Process Map
- Medico-legal aspects of telehealth services for Victorian Public Health Services
- Critical Success Factors: how to establish a successful telehealth service

For more information

If you have any questions regarding telehealth, please phone Penelope Watson, Manager Telehealth on 9096 1405 or email telehealth@health.vic.gov.au.
Appendix 1: Urgent Care After Hours ED Telehealth Process Map

Figure 1: Flowchart highlighting ED telehealth process