VINAH and Telehealth consultations
Which codes should be used to report telehealth activity?

Should a telehealth consultation be counted by both sides of the consultation?
Yes

"Where a patient is in the physical presence of a health care provider(s) at one health service and care delivery involves the participation of a health care provider from another health service via telehealth, the contact should be reported by both health services using a contact delivery mode of (3) telehealth."

(Section 3 – Data Elements, VINAH manual, 12th Edition, July 2016 – Contact Delivery Mode p 29 -30)

Where can I find out more about the codes?
Section 3 – Data Elements, VINAH manual downloadable at https://www2.health.vic.gov.au/ Always refer to this if you are uncertain. The Independent Hospital Pricing Authority Tier 2 Non-admitted Compendium 2016-17 Section 2.5 has additional information about the overarching counting rules, refer to attachment A.

Do I need to enter more codes than the Contact Delivery Mode code 3 for Telehealth?
Yes, the other data element is the Contact Client Present Status code; use the following codes depending on whether or not the patient is physically present:

**Code 13 - Patient/Client via telehealth:** Use this code for the provider end of the telehealth consultation, that is when the Contact Delivery Mode code is 3 (telehealth) and the patient is **not physically present** at the health service.

**Code 10 - Patient/Client present with or without carer(s)/relatives(s):** Use this code when the Contact Delivery Mode is 3 (telehealth) and the patient is **physically present** at the health service (the patient end of the consult).

Note Codes 11 or 12 must be used for palliative care patients instead of Code 10.

**VINAH data elements and codes for telehealth consultation diagram**

- **Provider end**
  - Contact Client Present Status
    - Use Code 13 - via telehealth if Contact Delivery Mode = telehealth & patient is NOT physically present at health service.
  - Contact Delivery Mode
    - Use Code 3 - telehealth

- **Patient end**
  - Contact Client Present Status
    - Use Code 10 - patient/client present with or without carer(s)/relatives if Contact delivery mode = telehealth & patient IS physically present at health service.
    - (Use Codes 11 & 12 for palliative care patients/clients only).
  - Contact Delivery Mode
    - Use Code 3 - telehealth