

TR 024 Telehealth Policy

1. Purpose

In the current COVID-19 health crisis, Murray City Country Coast GP Training (MCCC) recognises that GP registrars may be required to undertake teleconsultations. These consultations may occur while onsite at the practice or offsite if a registrar is in self-isolation. MCCC, RACGP and ACCRM consider teleconsultations during the COVID-19 health crisis an appropriate clinical activity for GP registrars, provided that the registrar remains in a safe and supported training environment in line with the requirements of the RACGP and ACRRM. It is anticipated that telehealth consultations will be incorporated into the RCTI reporting process.

2. Scope

This policy relates to telehealth activities specific to the COVID-19 health crisis and is applicable to registrars undertaking telehealth consultations either in their practice or while in self-isolation, when they are well.

3. Principles and Procedure

Prior to a registrar commencing telehealth consultations the following principles must be met:

1. The registrar has been assessed as being competent to perform telehealth consultations.
2. The registrar's wellbeing must be addressed and there is a fatigue management plan in place.
3. There is a risk management plan in place to address the registrar's and patient's safety.
4. The telehealth Medicare item numbers are understood and used correctly.
5. Adequate support and supervision are provided to the registrar. This includes the provision of in-practice education in line with the registrar's level of training.
6. The registrar is given the opportunity to review their telehealth consultations with their supervisor. This can be achieved in several ways including, but not restricted to, daily debrief, selected case analysis at teaching sessions, as part of random case analysis at a usual teaching session, or at other opportune times.

In addition, below are the more specific requirements for in practice telehealth consultations or off-site work utilising telehealth.

In-practice on-site consultations

When telehealth consultations are conducted in a GP registrar's usual practice site:

1. the registrar has access to their usual supervision as required for their level of training and their level of competence.
2. no more than 4 consultations, of any format, are undertaken per hour except in exceptional circumstance in line with the Colleges' Standards.
3. As per MCCC correspondence, MCCC will need to be notified if in-practice on-site consultations are occurring and if this changes to let MCCC know by email.



Off-site consultations

When telehealth consultations are conducted at a site other than the registrar's normal practice* (including their home):

1. An application to undertake telehealth consultations is required to be approved by MCCC prior to commencement. Please complete TRF 027 Telehealth Application for Registrars working off-site.
2. An MCCC accredited supervisor must be available and has capacity to link into the consultation for a 3-way conversation.
3. The registrar has access to the patient's medical history.
4. The registrar feels medically well enough to work and has the right to decline to undertake the work.
5. The registrar's workload is managed and that their wellbeing is taken into consideration. No more than 4 consultations, of any format, are undertaken per hour except in exceptional circumstance in line with the Colleges Standards.
6. The off-site location is appropriate for consulting and has the following:
 - a. Dedicated private area for consultations to ensure patient privacy and confidentiality is maintained
 - b. The room meets OH&S** requirements.
 - c. Telehealth consultations are documented, and numbers are reflected in the RCTI's.
 - d. Agreement with Practice to provide Telehealth consultations taking into consideration industrial relations and The National Terms and Conditions for the Employment of Registrars (NTCER) requirements.

*other site refers to sites in Australia only.

**Registrar wellbeing is an intersection of the responsibilities of MCCC, accredited training posts, and the individual registrar. As employers of registrars, training posts have occupational health and safety obligations that are governed by Federal and State legislation. Both ACRRM and the RACGP set standards to ensure the occupational health and safety of a practice team. Specific sections of The National Terms and Conditions for the Employment of Registrars (NTCER) similarly addresses issues related to the health and safety of registrars.

6. Related documents or websites

MCCC documents

TRF 027 Telehealth Application for Registrars working off-site

OH&S Off Site checklist

External organisation documents

[Standards for General Practice Training – 2nd Edition](#)

[COVID19 Related Training Advice RACGP 11 03 2020](#)

[ACRRM COVID FAQ](#)

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Addendum to RACGP position on training policies as they relate to COVID (002)

7. Document History

Version	Summary of changes
1.0	First version