

GPEX Telehealth Policy

Note

1. This policy will apply during the current COVID-19 crisis, and can be up-dated at any time in line with Department of Health guidelines and advice from ACRRM and the RACGP.

Purpose

2. To ensure registrars satisfactorily meet the training requirements within the time limits associated with the AGPT training program and the relevant college fellowship requirements.
3. In the current COVID-19 health crisis, GPEX recognises that GP registrars may be required to undertake telehealth consultations. These consultations may occur while onsite at the practice or offsite. GPEX, 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 ACRRM and the RACGP.

Scope of this policy

4. This policy relates to telehealth activities undertaken during the current COVID-19 health crisis and applies to all registrars undertaking telehealth consultations either in the practice or off-site.

Responsibility for implementation, compliance monitoring, measuring and continual improvement

5. Director of Medical Education and Training (DMET)
6. Chief Executive Officer (CEO)
7. Director of Education Operations (DEO)

Principles and procedures

8. Prior to a registrar commencing telehealth consultations the following principles must be met:
 - a. The registrar has been assessed as being competent to perform telehealth consultations.
 - b. The registrar's wellbeing must be addressed and there is a fatigue management plan in place.
 - c. There is a risk management plan in place for the registrar and patient safety.
 - d. The telehealth Medicare item numbers are understood and used correctly.
 - e. Adequate support and supervision are provided to the registrar, including the provision of education time in line with the registrars level of training.
 - f. The registrar is given the opportunity to review their telehealth consultations with their supervisor.
9. In-practice telehealth consultations:
 - a. The registrar has access to their normal supervision as required for their level of training and level of competence.

- b. No more than four (4) consultations, of any format are undertaken per hour, except in exceptional circumstances in line with the Colleges' Standards.

10. Off-site telehealth consultations:

- a. An application to undertake off-site telehealth consultations is required to be approved by GPEX to commence.
- b. An accredited GPEX supervisor must be available for the registrar during all consultations.
- c. The registrar must have access to the patient history.
- d. The registrar feels medically well enough to work and has the right to decline to undertake the work.
- e. The registrar's workload is managed and their wellbeing is taken into consideration, no more than four (4) consultations are to be undertaken per hour, except in exceptional circumstances in line with the Colleges' Standards.
- f. The off-site location is appropriate for consulting and has the following:
 - i. Dedicated private area for consultations to ensure patient privacy and confidentiality is maintained.
 - ii. The room meets Work Health Safety requirements
- g. Agreement between the practice and the registrar to provide telehealth consultations takes into consideration industrial relations and The National Terms and Conditions for the Employment of Registrars (NTCER) requirements.

Related documents

11. GPEX Documents:

- a. Application for off-site Telehealth Consultations

12. External Organisations:

- b. ACRRM : <https://www.acrrm.org.au/support/clinicians/community-support/coronavirus-support>
- c. RACGP : <https://www.racgp.org.au/coronavirus/gpit>
- d. GPRA: [National Terms and Conditions for the Employment of Registrars](#)