



HSS REGISTERED

Telehealth Support Officer
Health Salaried Officers Agreement: HSO Level G4
Position Number: 113740
Allied Health
Fiona Stanley Hospital / Service 6 / South Metropolitan Health Service

Reporting Relationships

Allied Health Education Director
 HSO Level G10
 Position Number: 113819



Telehealth Coordinator
 HSO Level G7
 Position Number: 113741

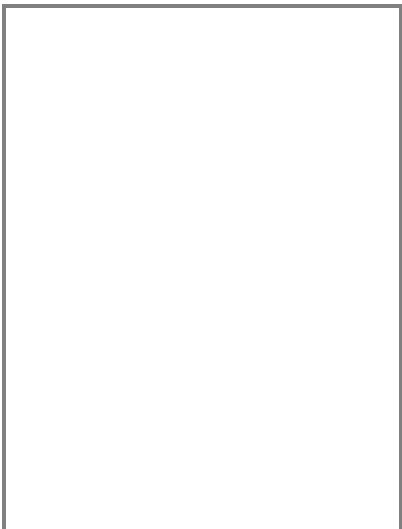


This Position



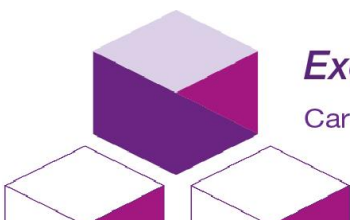
Directly reporting to this position:

Title	Classification	FTE
• Nil		



Key Responsibilities

Provides administrative and technical support for the FSH Clinical Telehealth Service.



Excellent health care, every time

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

Brief Summary of Duties (in order of importance)

1. Role Title

- 1.1 Liaises with referring clinicians and ward/outpatient clerks to schedule bookings for Telehealth sessions between FSH and rural and metropolitan hospitals and patients involving coordination with the Statewide Telehealth Service (STS), Rural Telehealth Coordinators and receiving sites.
- 1.2 Maintains communication with Consultants, nursing and allied health staff on matters relating to the scheduling and running of Telehealth patient appointments.
- 1.3 Liaises with FM and FSH outpatient clerks to book appropriate Telehealth rooms throughout the site for scheduled clinics and adhoc clinical reviews.
- 1.4 Supports clinicians during Telehealth sessions with scheduling, booking and coordination of follow up Telehealth appointments with rural and other metropolitan hospitals.
- 1.5 Provides additional administrative support for Telehealth services including:
 - Ensuring patients are advised of new and follow up outpatient appointments in accordance with FSH policies.
 - Liaising with rural and remote or other metropolitan sites in relation to coordination of venues, x-ray transfers via PACS, laboratory results and other patient related requirements.
 - Transferring Telehealth requests from Webpas to bookings in Outlook and MMex.
 - Updating patient information as required.
 - Developing and implementing procedural guidelines in relation to Telehealth bookings and processes.
- 1.6 Liaises with the Telehealth Co-ordinator to relay any problems or developments with the Telehealth equipment and facilities at Fiona Stanley Hospital.
- 1.7 Liaises with relevant Health Records Management staff and other stakeholders in relation to patient records.
- 1.8 Assists the Telehealth Coordinator with developing and delivering new services.
- 1.9 Records Telehealth activity into appropriate data bases and produces reports and statistics as required.

2. Technical Support

- 2.1 Ensures the appropriate Telehealth equipment is available and set up for a clinic in the appropriate Telehealth room including set up of mobile trolleys and facilitating statewide, interstate and international dial –in prior to a clinic commencing.
- 2.2 Provides hand on and immediate technical support and trouble-shooting of Telehealth technical issues and supports appropriate triage to FM and STS Help desk for issues arising before and during a Telehealth Clinic.
- 2.3 Assists clinicians to maintain the required standards of privacy and confidentiality.
- 2.4 Advises and assists staff participating in Telehealth clinics with preparation of visual material and aids.
- 2.5 Develops training manuals and delivers training in relation to Telehealth software and hardware and other e-health applications.
- 2.6 Prepares invoices and statements to various clients to recoup expenses relating to Telehealth activity.
- 2.7 Liaises with the Telehealth Coordinator, FM and STS to organise and schedule Telehealth system tests to ensure ongoing system compatibility.

3. Other

- 3.1 Keeps abreast of current trends in Telehealth, videoconferencing and e-health technologies.
- 3.2 Supports and trains staff in the use of the audio-visual equipment, in collaboration with relevant education staff.
- 3.3 Facilitates and participates in Quality Improvement Activities.

4. SMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Participates in an annual performance development review.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated experience in providing administrative or technical support in a fast paced environment.
2. Relevant experience and understanding of telecommunications technologies.
3. Demonstrated well developed interpersonal skills with ability to work as an effective team member and liaise with various stakeholders.
4. Demonstrated organisational, analytical and problem solving skills.

Desirable Selection Criteria

1. Knowledge of medical records procedures and practices.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

..... Manager / Supervisor Name Signature or HE Number Date
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..... Dept. / Division Head Name Signature or HE Number Date
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As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

..... Occupant Name Signature or HE Number Date
..... Effective Date			

HSS Registration Details (to be completed by HSS)

..... Created on Last Updated on 21 November 2018
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