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**AACMA**  
澳大利亚针灸中医学会

## Guidelines for Conducting a Telehealth Consultation

Conducting a telehealth consultation requires adherence to all the same guidelines set down by CMBA/AHPRA for face to face practice as a registered health professional.

There are also **additional requirements** for providing a health service remotely.

Patient confidentiality is paramount and you must ensure the platform you choose to conduct the consultation is secure and private with no risk of third party interference.

### Personal Information and Data

- 1 The patient should be informed of the measures that you have taken to ensure the privacy and confidentiality of their personal information whether written or auditory, that you record during the consultation
- 2 The information taken can **not** be shared with any other persons, businesses or agencies unless a written and signed authorisation is given by the patient
- 3 The patient's consent to the telehealth consultation should be gained and noted in their health record

### Financial Information

- 1 Plan and establish the method of payment of your choice- bank transfer, credit/debit card
- 2 Inform your patient of your preferred payment at the start of the consultation when giving information regarding privacy and confidentiality of their personal information
- 3 **Do not** store patient credit/debit card information in any way
- 4 Private health funds do not provide rebates for telehealth services and the patient should be informed of this. The main reason for this restriction is to stop potential fraud.

### Helpful Hints and Logistics

- 1 Make sure your professional indemnity insurance (PII) provider covers you for telehealth. Guild Insurance do cover telehealth
- 2 Decide on the length of time for your telehealth consultation and appropriate fee structure so you can inform your patients at the start
- 3 Make sure that the patient is an appropriate candidate for a telehealth appointment. Acupuncture, tui na or any massage therapy is **inappropriate** for a remote treatment
- 4 Patients may be instructed and guided to apply 'self acupressure' only
- 5 **Do not** instruct patients to apply any form of skin penetration e.g. press tacks or needles as this may void your professional indemnity insurance and may also lead to their indiscriminate self use of needles with guidance from the internet
- 6 Promote your telehealth service on your website, Facebook, clinic answering machine etc
- 7 When booking a telehealth consultation, take patient contact details including email address and mobile so a confirmation email and/or text message can be sent confirming date and time of the appointment
- 8 Provide a follow up email after the consultation with a summary and any instructions/directions you have given the patient. Highlight what you consider the important points of the consultation, including that they gave verbal consent to the consultation and treatment. You could ask them to confirm that consent in writing in a return email



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- 9 Depending on internet access and reliability, a video appointment will enable you to see the patient and check their tongue providing more information than a telephone consultation
- 10 For Chinese herbal medicine consultations, plan how the herbs will be delivered. Postage costs should be added to the consultation fee and the patient should be made aware of this cost in advance
- 11 Dosage and instructions on how to take the herbal remedies should be given verbally during the consultation, written and included with the herbs when posting and in the email follow up after consultation
- 12 Ask for patient feedback via email after consultation and arrange a follow up appointment as needed