

Q 1. What is telehealth?

Telehealth incorporates the use of technologies for the purposes of providing healthcare over both long and short distances, particularly for patients living in rural and remote locations. It also provides appropriate timely after-hours and expert/specialist care for patients. Telehealth services are intended to enhance primary care rather than replace primary care delivery.

Q.2 Do MIPS membership benefits extend to telehealth services ?

MIPS Membership benefits (including insurance covers) extend to technology based services, within the guidelines of this document.

Q.3 Do I require approval before commencing telehealth services?

You are required to provide further information for assessment in some circumstances. You must approach MIPS for confirmation that membership benefits (including insurance covers) extend to telehealth services, where you are undertaking services:

- as an employee where the employer does not provide indemnity
- where there is no intention to undertake face to face consultations with the patient and/or
- where the patient or practitioner is located outside of Australia.

Q.4 What guidelines must I be aware of and be familiar with?

You should be aware of, and be familiar with the following requirements when considering participating in telehealth services:

- You must have appropriate recognised registration, qualifications, training and experience for the health services you provide.
- You are expected to consult and practice in accordance with The Medical Board of Australia Guidelines on Technology-based patient consultations, located at medicalboard.gov.au
- You are required to consult and practice in accordance with your relevant collegiate guidelines and standards. The RACGP Guidelines provide useful guidance in respect of telehealth: racgp.org.au
- You are expected to consult and practice in accordance with the Medicare Guidelines and standards in respect of telehealth consultations located at medicareaustralia.gov.au

Q.5 What are the exclusions when undertaking telehealth services?

Member benefits (including insurance covers) will not apply if you are undertaking services outside of the guidelines in this document, your nominated membership category, AHPRA registration, or your training, qualification/s and experience.

Q.6 Do my services meet the requirements for 'physical examination'?

As outlined in section 2 of Guidelines on Technology-based patient consultations from the Medical Board of Australia, practitioners should "make a judgement about the appropriateness of a technology-based patient consultation and in particular, whether a direct physical examination is necessary".

Where a direct physical examination is necessary and you conduct telehealth, you must ensure that the patient's GP is present and that you either:

- arrange for an equally well qualified and experienced practitioner to see the patient in person, or
- you see the patient in person at the initial consultation or the earliest opportunity commensurate with the patient's health and then use tele-health for ongoing management.

Q.7 What if I treat a patient located outside of Australia?

In a telehealth consultation, the healthcare service is considered to be located in the country of the patient NOT the practitioner. Your membership benefits (including insurance covers) will not extend to any claim for or arising out of or in connection with the provision of healthcare outside of Australia or its Territories unless agreed in writing by MIPS.

Q.8 What if I am located outside of Australia when I provide telehealth?

In a telehealth consultation, the healthcare service is considered to be located in the country of the patient NOT the practitioner, however, in the event that a practitioner is not located in Australia when providing telehealth services to a patient located in Australia, members should submit information in writing to MIPS for assessment and clarification.

You should read the *Membership Benefits Handbook Combined Financial Services Guide and Product Disclosure Statement* before making a decision on whether to join MIPS. Any financial product advice is of a general nature and not personal or specific.