



## Healthdirect Video Call pilot available to general practices, Aboriginal Community Controlled and Health Services and allied health organisations in Tasmania

### Healthdirect Video Call pilot

Primary Health Tasmania is pleased to announce it will be participating in the Australian Government-funded Healthdirect Video Call telehealth platform pilot.

Participating in this pilot will allow general practices, Aboriginal Community Controlled Health Services (ACCHS) and allied health organisations listed below to use the Video Call telehealth platform for free during the pilot period. The platform is easy to use for patients across a variety of devices (e.g PCs, mobiles and tablets), with no software installation required.

Information about the platform can be located at <https://about.healthdirect.gov.au/video-call>

**Free access to this pilot will be available to general practices and ACCHS in Tasmania until 30 September.**

**For allied health organisations listed below, the pilot will be available until 30 June 2020** (subject to review by the Australian Government Department of Health).

After these respective dates, practices can choose to continue using the platform under their own licence for a fee.

### General practices and ACCHS

To register for the pilot, your practice manager can complete the [online form](#), and will receive a thank you email including information on Video Call and where to find resources in the video call resource centre.

The practice will then receive a second email that will come straight from the Video Call platform to the practice manager for setting the password as administrator for the organisation in the platform.

Once set up a 'Starter guide for organisations first setting up Video Call to enable telehealth' is available at [this link](#).

### Allied health organisations

If you are a Tasmanian allied health organisation and interested in participating, please ask your practice manager to review this information sheet and email [providersupport@primaryhealthtas.com.au](mailto:providersupport@primaryhealthtas.com.au). Please outline your allied health profession and the services you offer in the body of your email. We will provide you with a direct link to register for Video Call should you meet the eligibility criteria. A list of allied health professions included in scope is provided below. Please limit applications to one per allied health organisation.

If you do not meet the criteria, you may still apply to be involved in the pilot by submitting an application form. [Please click here to access the application form.](#)

## Allied Health organisations in scope of pilot until 30 June 2020

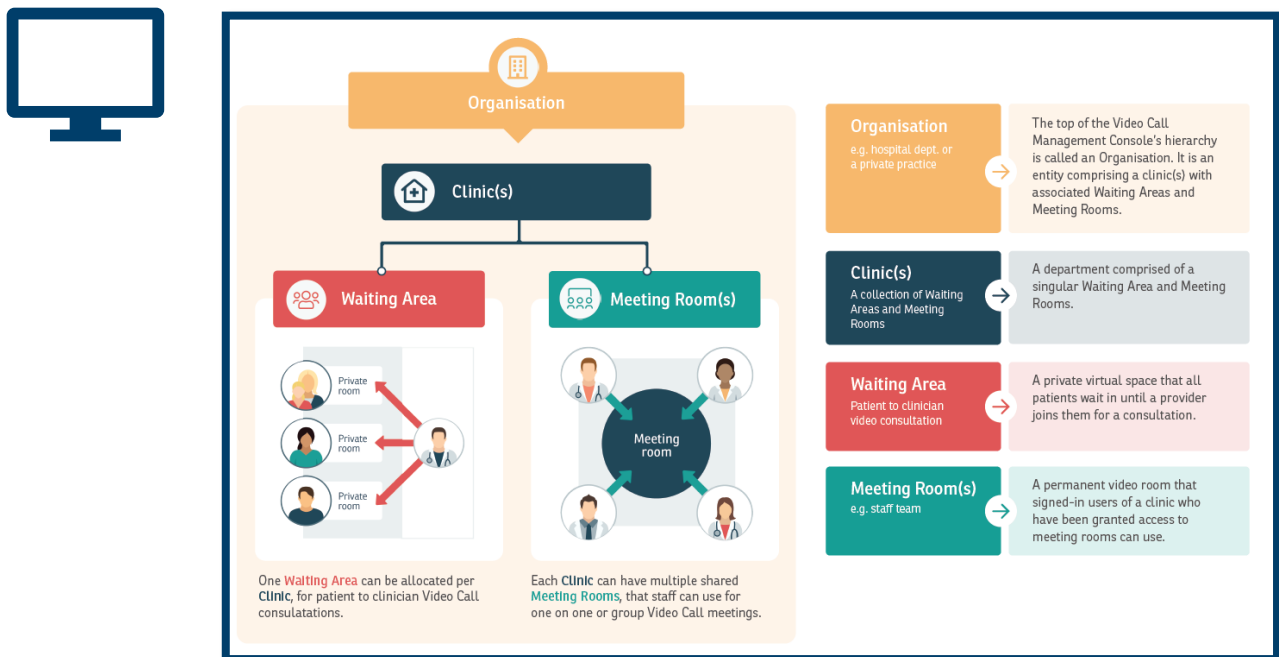
Paediatrics and child health	Palliative medicine	Psychiatrists
Chiropractors	Diabetes educators	Exercise physiologists
Mental health workers	Midwives	Nurses
Aboriginal and Torres Strait Islander Health Practitioners and Health Worker	Nurse practitioners	Clinical psychologists
Psychologists	Occupational therapists	Social workers
Speech pathologists	Physiotherapy	

## Privacy and confidentiality

Practices wishing to participate in the pilot must ensure they are familiar with the terms of use. Some specific points to note are:

- Primary Health Tasmania (Tasmania PHN) will be holder of the 'organisation' licence under which each participating practice will be set up (as depicted in figure 1). This is similar to the current licensing arrangement with the PenCS Clinical Audit Tool.
- Technically, Primary Health Tasmania administration users have the ability to see the virtual waiting areas of clinics set up under the Primary Health Tasmania organisation licence (as shown in figure 2).
- To protect the confidentiality of patients and practices:
  - only two administration users from Primary Health Tasmania have access to the organisational account
  - they have each signed confidentiality agreements and organisational policies expressly forbidding access to virtual practice waiting areas within the platform
  - there is no technical ability for administration users to join or access a call-in progress.
- Primary Health Tasmania will not collect any data for any purpose under this pilot. Our role is strictly limited to providing participating practices with accounts and supporting access to the platform.

**Figure 1. Healthdirect Video Call licence organisational structure**



**Figure 2. Healthdirect Video Call virtual waiting room view**

