## **Appendix D: Integrated National Telehealth Components**

## The integrated national telehealth services will comprise of a number of components that are outlined below:

### **Clinical governance**

* Ensure the clinical safety of all the service components
* Have strong relationships and partnership across providers and the health sector to identify issues and service improvement opportunities

### **Call centre functionality**

* Operated as either a real or virtual call-centre by appropriately qualified staff
* Telephony system capable of appropriate call volumes including capability to deal with public health events e.g. pandemic, product recall
* Robust disaster recovery plan/business continuity plan

### **Acute / unplanned services that focus on clinical nurse triage, and poison’s advice**

* **Service delivery**
	+ Operate 24-hour 7-day toll free acute telephone service for acute / urgent situations
* **Clinical decision support triage software**
	+ - * + Will be based on best clinical practice and approved for use within New Zealand, and regularly updated based on local and international best practice
	+ Tailored for local health and cultural environments
	+ Capture call information for audit and training purposes
	+ Ability to respond to callers transferred from primary care
* **Triage and health advice service**
	+ Clinical triage by a New Zealand registered nurse (trained to New Zealand Nursing Council standards and cultural safety competencies) directing callers to self-care or appropriate health providers, including a telephone link to a General Practitioner or pharmacist, in an appropriate time-frame based on a needs assessment focusing on the urgency of the reported symptoms or concerns
	+ Call-back to check on progress
	+ Advice on first aid, preventative care including injury prevention and general health sector enquiries
	+ Transfer or refer to appropriate services e.g. health information lines, urgent care services (including ambulance, after-hours primary care and hospital emergency department)
	+ Undertake secondary triage, for mutually agreed low acuity calls from the ambulance communications centres
* **Poisons advice helpline**
	+ Provides information and advice concerning acute and non-acute poisoning and toxic chemical effects to the general public and to health professionals.
	+ Advice can include preventing poisonings in the home; general first aid advice for poisonings
	+ Monitors poisoning statistics as an early warning system to identify any emerging issues and to identify targeted prevention strategies
* **Poisons database**
	+ Adapted for the New Zealand environment and contains information on all chemicals, medicines, plants and animals in New Zealand
	+ Is directly accessible to health providers such as helpline services and health professionals

### **Counselling services that focus on Tobacco use, Gambling, Depression and Alcohol and other Drug use**

* **Service Delivery**
	+ Helpline to provide advice to general enquires and support about smoking, and/or alcohol or drug taking problems and/or depression and/or problem gambling
	+ First point of contact for advice/ support and to triage callers into a programme that would best suit their needs e.g. more intensive phone support or referral to local face to face service
	+ Assess need for emergency services intervention e.g. when high risk of suicidality is evident
	+ Linkages with local providers in order to understand their current client loads
	+ Proactive personalised follow up support calls based on the needs of the caller
	+ Maintenance and hosting of a client relationship management system
	+ Feedback to referrers regarding client outcome
* **Online Tools**
	+ Provide support for users of on-line services, such as ‘The Journal’ (an on-line programme designed to help a person get through mild to moderate depression) and blogs
	+ Text message support
* **Smoking cessation**
	+ Registration and support for individuals to become Quit Card providers
	+ Distribution of Quit Cards to smokers who require a Nicotine Replacement Product
* **Depression**
	+ Technical support for users regarding “The Journal” online programme
* **Alcohol and other drug**
	+ Collate, produce and maintain an accurate and up to date alcohol and other drug treatment directory

Refer to Appendix C - Strategic Documents for the list of useful documents and publications.

### **Advice Lines**

* **Hepatitis C helpline and support services**
	+ Advice and referral regarding treatment and testing options for Hepatitis C
* **Immunisation**
	+ General immunisation enquiries and advice to medical/health professionals on immunisation adverse reactions

### **Health Information**

* + Maintain a directory of health and advice services
	+ Develop, maintain and host website/s with links to relevant tools and resources providing information, support and self-guided help
	+ Maintenance and hosting of a client relationship management system
	+ On-line access to helpline call takers

### **Service promotion**

* + Promote the service nationally including supporting priority populations
	+ Undertake on-going research, marketing, promotion, and consumer feedback
	+ Advertise and market to stimulate demand

### **Workforce development:**

* + Workforce needs to be appropriately trained to meet the needs of its clients, e.g. health professionals with a current New Zealand Annual Practicing Certificate and/or appropriate service specific training.