## **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.