VINAH and Telehealth consultations

Which codes should be used to report telehealth activity?

Should a telehealth consultation be counted by both sides of the consultation?

Yes

….*Where a patient is in the physical presence of a health care provider(s) at one health service and care delivery involves the participation of a health care provider from another health service via telehealth, the contact should be reported by both health services using a contact delivery mode of (3) telehealth.*

(Section 3 – Data Elements, VINAH manual, 12 Edition, July 2016 – Contact Delivery Mode p 29 -30)

Where can I find out more about the codes?

Section 3 – Data Elements, VINAH manual downloadable at https://www2.health.vic.gov.au/ Always refer to this is if you are uncertain. The Independent Hospital Pricing Authority Tier 2 Non-admitted Compendium 2016-17 Section 2.5 has additional information about the overarching counting rules, refer to attachment A.

Do I need to enter more codes than the Contact Delivery Mode code 3 for Telehealth?

Yes, the other data element is the Contact Client Present Status code; use the following codes depending on whether or not the patient is physically present:

Code 13 - Patient/Client via telehealth: Use this code when Contact Delivery Mode code is 3 - telehealth and the patient is **not physically present** at the health service (the provider end of the telehealth consultation).

Code 10 - Patient/Client present with or without carer(s)/relatives(s): Use this code when Contact Delivery Mode is 3 - telehealth and the patient **is physically present** at the health service (the patient end of the consult).

Note Codes 11 or 12 must be used for palliative care patients instead of Code 10.

VINAH data elements and codes for telehealth consultation diagram

Provider end

- **Contact Client Present Status**
  Use Code 13 - via telehealth if Contact Delivery Mode = telehealth & patient is **NOT** physically present at health service.

- **Contact Delivery Mode**
  Use Code 3 - telehealth

Patient end

- **Contact Client Present Status**
  Use Code 10 - patient/client **present** with or without carer(s)/relatives if Contact delivery mode = telehealth & patient **IS** physically present at health service.
  (Use Codes 11 & 12 for palliative care patients/clients only).

- **Contact Delivery Mode**
  Use Code 3 - telehealth