

# Non-Admitted Acute Outpatient Clinics

Registering specialist clinics (Telehealth)

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# Non Admitted Clinic Management System (NACMS)

## Introduction

- To comply with the requirements under the National Health Reform Agreement (NHRA):
  - Victorian health services classify non-admitted clinics into the most appropriate Tier 2 classification
  - All ABF and Small Rural Health Services (SRHS) must register non-admitted clinics with the Department of Health and Human Services.
- The mechanism for registering non-admitted clinics is via the HealthCollect portal on the Non-Admitted Clinic Management System (NACMS).

# Non Admitted Clinic Management System (NACMS)

## Scope

- Health services funded under Activity Based Funding (ABF) must register all acute non admitted (specialist outpatient) clinics.
- Clinics should be registered against the health service campus where the activity occurs.
  - This includes both public and MBS funded clinics.

# Non Admitted Clinic Management System (NACMS)

## Not in Scope

- Clinics that don't meet the definition of a non-admitted service event
- Private clinics operated on a completely private basis where the medical record is not held by the health service, these clinics do not attract ABF funding.
- Primary Care, HITH, HACCC, Health Promotion Activity
- Care planning/coordination where patient is not present.

**Note: This list is not exhaustive.**

# Definition of Non-Admitted Patient Service Event

The non-admitted patient service event is used to count health care services delivered in the non-admitted sector of the public health system.

A non-admitted patient service event is defined as:

***An interaction between one or more health care provider(s) with one non-admitted patient, which must contain therapeutic/clinical content and result in a dated entry in the patient's medical record.***

The interaction may be for assessment, examination, consultation, treatment and or education.

## Tier 2 Classification - Non-admitted Clinics

Tier 2 is a classification system specifically for non-admitted services. It has been used since 2012-13 and Victorian specialist clinics are registered against specific Tier 2 classes.

There are 2 specific Tier 2 Classes that are used for Telehealth:

20.55 (Telehealth – Patient Location) Medical Consultation

40.61 (Telehealth – Patient Location) Allied Health and/or clinical nurse specialist interventions.

# Telehealth Consultations (Non-admitted Patient)

## Reporting

Interactions that meet the definition of a service event are in scope for reporting on the

- AIMS S10 form and
- VINAH (Victorian Integrated Non-Admitted Health)

Consultations delivered via Information and Communication Technology (ICT) (including but not limited to Telehealth where the patient is participating via a video link) must be equivalent to a face to face consultation to be counted as a non admitted service event.

Consultations delivered via ICT must be a direct substitute for a face to face consultation to be counted. The consultation must contain therapeutic/clinical content and be equivalent in content in the sense that if the consultation could not be provided via ICT, a face to face consultation would have occurred.

# Telehealth Consultations (Non-admitted Patient)

## Reporting

Consultations delivered via Telehealth involving multiple public hospitals can be reported by both hospitals i.e. the hospital providing the consultation and the hospital where the patient physically attends.

### ***Hospital A:***

The health service providing the specialist clinic consultation should report the service event to the appropriate clinic specialty ie. Tier 2 (20.34) - Endocrinology

### ***Hospital B:***

The hospital where the patient physically attends to receive telehealth consultation reports the service event against to one of the following Tier 2 class based on the health professional present with the patient: -

20.55 (Telehealth – Patient Location) - Patient with Dr/Nurse Practitioner

40.61 (Telehealth – Patient Location) - nurse/allied health professional.



# Example - Telehealth Reporting

## Hospital A – Nurse with non-admitted patient for Consultation via Telehealth



Reporting = One Service event for Nurse Consultation  
Tier 2 – 40.61 (Telehealth –Patient location)

## Hospital B – Neurologist – Non-admitted Consultation via Telehealth



Reporting = One Service event for Medical Consultation  
Tier 2 - 20.15 (Neurology) Clinic

During an outpatient visit involving an elderly patient at Hospital A, a neurologist in Hospital B assesses tremors and gait problems using teleconferencing. A nurse is with the patient during the outpatient visit at Hospital A. Hospital B has determined the clinic providing the service is most appropriately classified to 20.15 (Neurology).

**Outcome:** this consultation is equivalent to the patient attending an appointment in person with the Neurologist at hospital B. It meets the definition of a non-admitted patient service event and is counted as a non-admitted patient service event for the clinic at Hospital B in the class 20.15 (Neurology) and for hospital A in the class 40.61 Telehealth-patient location.

# Telehealth Consultations (Non-admitted Patient) Clinic Registration

A clinic providing specialist consultation via telehealth should be assigned to the appropriate Tier 2 classification that reflects the clinic's specialisation.

For example:



A Haematologist providing a medical consultation to a patient via telehealth at home should be reported as a service event to a clinic which is classified to 20.10 (Haematology).

This interaction can be counted as one service event by the health service providing the Telehealth consultation. An additional service event cannot be reported as the patient is at home not another health service.

# Telehealth Clinic - 20.55 – Patient Location

## Example of Clinic Registration

Date new clinic commenced: 23/05/2018

Clinic name: Diabetes - Telehealth

Tier 2 Associations:	Tier 2 Class	Sub-class	Effective From
20.55 : Telehealth – patient location			23/05/2018

Clinic ID: DITELDR

Status: Pending: Clinic pending review by the Department of Health

Funding Model: --none--

Date of Closure:

Closure Notified By:

Closure Notified On:

How many Service Events in the clinic per month: 8 (estimated)

What percentage of contacts are face to face: 100%  
*(i.e. patient is physically present with the health professional. Exclude telephone contacts)*

Patients Seen:  Individual  Group Sessions

Which Health Professionals attend the clinic?: Obstetrician

Does this clinic meet the definition and criteria for multiple health care provider?:  Yes  No  
*(Refer to NACMS Manual for definition/criteria)*

Funding Source:  Public  MBS (Model not specified)  MBS (Retention Model)  MBS (Donation Model)  Other non admitted clinic funding source(please specify)

### Briefly describe all the activities performed in the non admitted clinic.

Sufficient detail must be provided to allow the department to determine the most appropriate Tier 2 class. The details must be specific to the health service and must not be copied from the Tier 2 Definition.

- List the types of conditions the majority of patients seen in this clinic have  
Thyroid conditions, gestational diabetes, complex pregnancy
- Is the clinic targeted to any particular patient group (for example, adolescents, refugees, new mothers)  
Pregnant women  N/A
- What is the main purpose of the clinic (e.g. assessment, consultation, treatment, education)  
Tele-health Consultation – Endocrinologist located at Melbourne Hospital  
Patient located at Small Rural Hospital in Obstetrics Clinic  N/A
- List any procedures/treatments routinely performed in this clinic  
 N/A
- If a doctor/nurse practitioner attends the clinic do they see every patient?  
 Yes  
 NA (doctor doesn't attend the clinic)

# Telehealth Clinic – 40.61 (Patient Location) Example of Clinic registration

Date new clinic commenced: 1/04/2010

Clinic name: Telehealth - Oncology

Tier 2 Associations:	Tier 2 Class	Sub-class	Effective From	Active
40.61: Telehealth – patient location			1/04/2010	Active

Clinic ID: THO

Status: Approved: Clinic approved by DH following NACOG consideration

Funding Model: --none--

Date of Closure:

Closure Notified By:  
Closure Notified On:

How many Service Events in the clinic per month: 20 (estimated)

What percentage of contacts are face to face: 100%  
(i.e. patient or physically present with the health professional. Exclude telephone contacts)

Patients Seen:  Individual  Group Sessions

Which Health Professionals attend the clinic?: Nurses

Does this clinic meet the definition and criteria for multiple health care provider?:  Yes  No  
(Refer to NACMS Manual for definition/criteria)

Funding Source:  Public  MBS (Model not specified)  MBS (Retention Model)  MBS (Donation Model)  Other non admitted clinic funding source (please specify)

**Briefly describe all the activities performed in the non admitted clinic.**

Sufficient detail must be provided to allow the department to determine the most appropriate Tier 2 class. The details must be specific to the health service and must not be copied from the Tier 2 Definitions Manual

- List the types of conditions the majority of patients seen in this clinic have  
Cancer
- Is the clinic targeted to any particular patient group (for example, adolescents, refugees, new mothers)?  N/A
- What is the main purpose of the clinic (e.g. assessment, consultation, treatment, education)?  
To allow patients to consult with an Oncologist via telehealth  N/A
- List any procedures/treatments routinely performed in this clinic  N/A
- If a doctor/nurse practitioner attends the clinic do they see every patient?  
 Yes  
 N/A (doctor doesn't attend the clinic)  
 No (if NO, please give a reason why)
- Are notes documented in the Agency medical record?  
 Yes  
 No (please specify)
- Other Comments  
Patient located at Colac. Oncologist at Geelong Hospital.  N/A

# Example Social Work - Consultation Clinic (Patient not located at a health service)

Date new clinic commenced: 16/05/2018

Clinic name: Social Work

Tier 2 Associations:	Tier 2 Class	Sub-class	Effective From
	40.11: Social Work		16/05/2018

Clinic ID: SOCIALW

Status: Pending: Clinic pending review by the Department of Health

Funding Model: --none--

Date of Closure:

Closure Notified By:

Closure Notified On:

How many Service Events in the clinic per month: 30 (estimated)

What percentage of contacts are face to face: 80%  
(i.e. patient is physically present with the health professional. Exclude telephone contacts)

Patients Seen:  Individual  Group Sessions

Which Health Professionals attend the clinic?: Social Worker

Does this clinic meet the definition and criteria for multiple health care provider?:  Yes  No  
(Refer to NACMS Manual for definition/criteria)

Funding Source:  Public  MBS (Model not specified)  MBS (Retention Model)  MBS (Donation Model)  Other non admitted clinic funding source(ple

## Briefly describe all the activities performed in the non admitted clinic.

Sufficient detail must be provided to allow the department to determine the most appropriate Tier 2 class. The details must be specific to the health service and must not be copied from the TI

- List the types of conditions the majority of patients seen in this clinic have  
Counselling of patients with Cancer, depression, psycho-social assessment
- Is the clinic targeted to any particular patient group (for example, adolescents, refugees, new mothers)  
All  N/A
- What is the main purpose of the clinic (e.g. assessment, consultation, treatment, education)  
Assessment, Consultation. Patients will be contacted at home via Tele-health including phone consultation.  N/A
- List any procedures/treatments routinely performed in this clinic  
 N/A

5. If a doctor/ nurse practitioner attends the clinic do they see every patient?

# Reporting – Activity on the AIMS S10

## Agency Information Management System

### S10: Non-Admitted Clinic Activity

This form is to be used to enter aggregate activity information in relation to non-admitted clinics.

Agency: A Sample Campus (9999)

Period: 2017-18 May (11)

Completed?

Clinic/Service	Number of Public Individual New Service Events	Number of Public Individual Review Service Events	Number of DVA Individual Service Events	Number of MBS Individual Service Events	Number of Other Funded Individual Service Events
<b>Procedures Clinics</b>					
<b>MS22 Test - Future Date - Test</b> * 10.03 Minor Surgical - Closed	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>PV_Test PV_Test</b> 10.10 Renal dialysis - hospital delivered - Closed	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>T3 Test Clinic 3</b> * 10.20 Radiation therapy - simulation and planning - Closed	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>Medical - Consultation</b>					
<b>GER-ARG Gerontology -ARG</b> 20.09 Geriatric Medicine - Closed	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>GAST-ARG Gastroenterology - ARG</b> 20.49 Geriatric Evaluation and Management (GEM) - Closed	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>OBS-ARG Obstetrics -ARG</b> 20.53 Obstetrics – management of complex pregnancy - Closed	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>DITELDR Diabetes - Telehealth</b> 20.55 Telehealth – patient location - Pending	<input type="text" value="8"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>Allied Health &amp; / or Clinical Nurse Specialist Interventions</b>					
<b>SOCIALW Social Work</b> 40.11 Social Work - Pending	<input type="text" value="15"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>PHY-ARG Physio - ARG</b> 40.81 Telehealth – patient location - Closed	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>ONCTELE Telehealth - Oncology</b> 40.81 Telehealth – patient location - Pending	<input type="text" value="5"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<b>Other</b>					
<b>UCARE Urgent Care</b>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

\*Three or more healthcare providers (each from a different speciality) attend this clinic

Discussion/Questions

# Discussion / Questions?

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