audiology australia
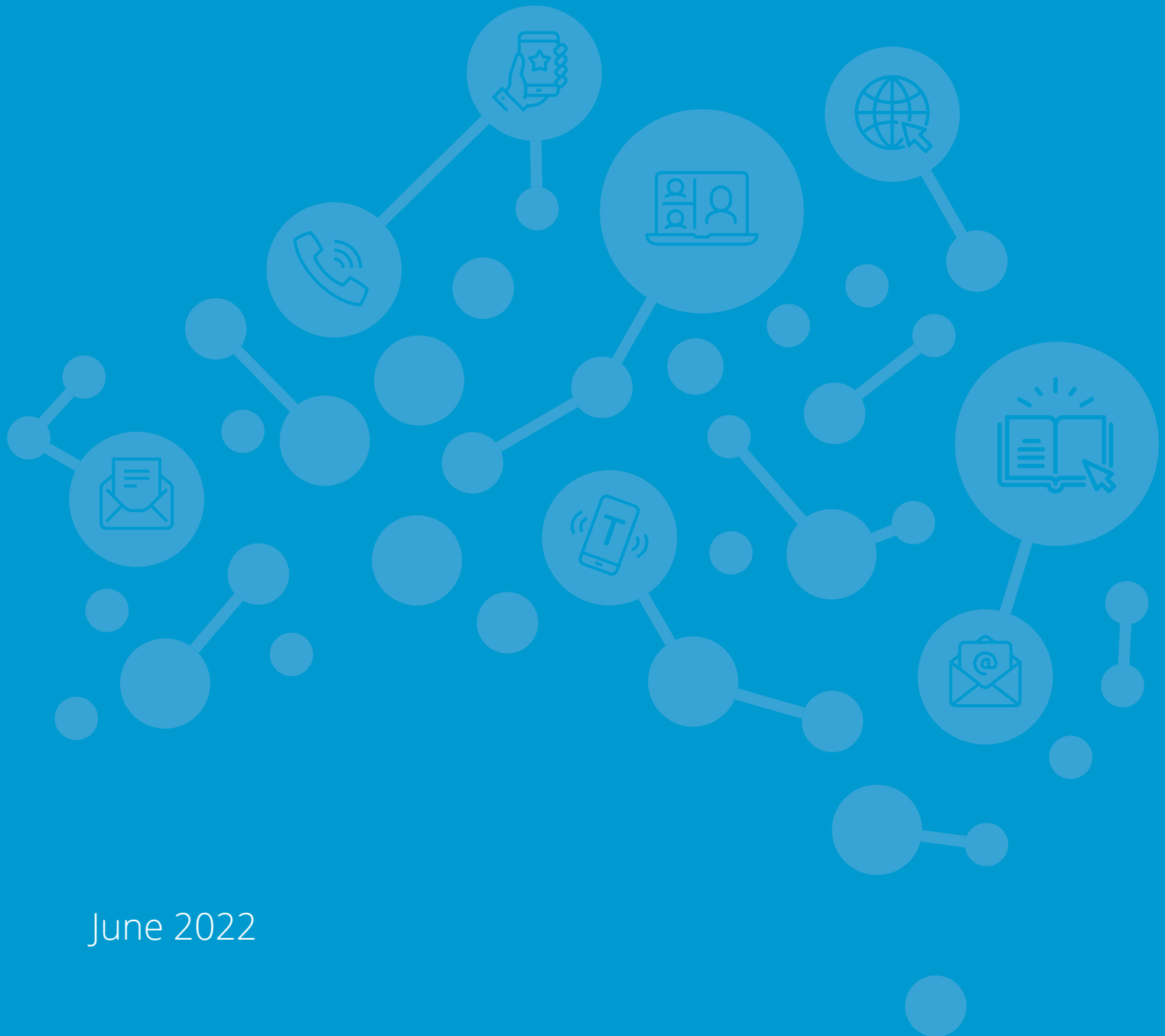
Australian Teleaudiology Guidelines

Suggested Resources

June 2022

Australian Teleaudiology Guidelines
Suggested Resources

Privacy

Office of the Australian Information Commissioner, *Privacy for Health Services Providers*

https://www.oaic.gov.au/privacy/privacy-for-health-service-providers

Australian Department of Health 2020, *Privacy Checklist for Telehealth Services*

Factsheet-privacy-checklist-for-telehealth-services-20200804.pdf (mbsonline.gov.au)

Cyber security

Australian Digital Health Agency guides and information about Cyber Security

- Secure Telehealth Consultations
- Selecting IT products and services
- Technical security controls

Cyber security training and support Australian Digital Health Agency

Information security guide for small healthcare businesses

https://www.digitalhealth.gov.au/sites/default/files/2020-11/Information_security_guide_for_small_healthcare_businesses.pdf

Informed consent

Allied Health Professions Australia 2020, video consultation informed consent template, Appendix A

AHPA-Telehealth-Guide_Allied-Health-Professionals-May-2020.pdf

For support staff

Ida Institute "Getting Started with person-centred care for support staff"

https://idainstitute.com/what_we_do/news/detail/new_support_staff_course_brings_person_centered_care_to_the_front_desk/

For consumers

Allied Health Professions Australia 2020, Client Telehealth checklist

Client-Related_Telehealth-Checklist_FINAL.pdf (ahpa.com.au)

Ida Institute online tools for clients

Telecare tools for clients

Tinnitus resources for clients:

- Soundfair
- British Tinnitus Association

Tinnitus Australia instructional videos British Tinnitus Association resources

Audiology Australia Teleaudiology Consumer Information and Q&A - In development

Client-centred care

Carly Meyer et al, *Patient and Family-Centred Speech-Language Pathology and Audiology* (Thieme, 2019)

Ida Institute review, Publisher's site

Evidence based recommendations for HSP funded hearing services

Robert Eikelboom et al, *Tele-audiology, an opportunity for expansion of hearing healthcare services in Australia* (ESIA, 2021)

https://www.earscience.org.au/wp-content/uploads/2021/07/TeleAudiology-Report.pdf

Questionnaires

Glasgow Hearing Aid Benefit Profile (GHABP): to help evaluate patients' perceived hearing difficulties

https://www.hey.nhs.uk/wp/wp-content/uploads/2020/09/HEY1167-2020-GHABP.pdf

Consumer Ear Disease Risk Assessment (CEDRA): to assess client's risk for conditions and diseases that affect hearing

https://cedra.northwestern.edu/

Hearing Aid Skills and Knowledge Inventory (HASKI)

https://www.earscience.org.au/wp-content/uploads/HASKI-Self-Survey.pdf

Paediatric screening

Validated functional assessments

Parent-evaluated Listening & Understanding Measure (PLUM) or the Hearing and Talking Scale (HAT)

Infant hearing

See US National Center for Hearing Assessment and Management

By organisation

Next Sense

Guiding principles for telepractice

https://books.apple.com/au/book/ridbc-teleschool-guiding-principles-for-telepractice/id1145739011

Allied Health Professionals Australia (AHPA)

Telehealth guide

AHPA-Telehealth-Guide_Allied-Health-Professionals-May-2020.pdf

Digital Health Toolkit

Digital Health toolkit for allied health providers

Connection guide for secure messaging

Connection guide for secure messaging

Telehealth Platform Guide

Telehealth Platform Guide

Digital Health policy templates

Digital Health Policy templates for allied health services

Digital inclusion Assessment and Planning tool

Digital Inclusion Assessment and Planning tool for allied health providers

Conducting Telehealth Consultations via Video: A Checklist for Clinicians

Clinician_Telehealth-Checklist_FINAL.pdf (ahpa.com.au)

Speech Pathology Australia

Telepractice checklist including

- Preparation
- Planning
- Environment
- Technology/Equipment
- Tips for Working with Families and Carers as Support

Telepractice Resources (speechpathologyaustralia.org.au)

British Academy of Audiology

Remote Work guidance

Remote Working – Practical Guidance

Remote Working - Patient checklist page 1

Remote Working – Clinician checklist pages 2-3

Remote Working – Adult hearing services

Remote Working – Paediatric services

Remote Working – Vestibular services

Aust College of Rural and Remote Medicine

Telehealth Guidelines

Telehealth Framework and Guidelines (acrrm.org.au)

How to conduct a remote consultation

How-to-do-a-high-quality-remote-consultation.pdf (acrrm.org.au)

American Medical Association

Telehealth Implementation Playbook

Telehealth Implementation Playbook

British Tinnitus Association

Resources for professionals

https://www.tinnitus.org.uk/Pages/Category/resources

Decision Aid for professionals

https://www.tinnitus.org.uk/Pages/Category/decision-aid

American Speech-Language-Hearing Association (ASHA)

Resources for telepractice – a collection of free articles

https://pubs.asha.org/special-collections/telepracticeresources

National Center for Hearing Assessment and Management (NCHAM)

US National Technical Resource Centre on early hearing detection and intervention

https://www.infanthearing.org/

Practical Guide to the Use of Tele-Intervention in Providing Early Intervention Services to Infants and Toddlers Who Are Deaf or Hard of Hearing

https://www.infanthearing.org/ti-guide/

Timely Diagnosis and Follow-up: A Resource Guide Supporting Tele-Audiology

https://www.infanthearing.org/teleaudiology/index.html

Online Learning

Ida Institute

- Teleaudiology: Person-centred care from afar, Learning Hall
- Teleaudiology, University Course, Module 5
- Teleaudiology investigation guide, handout 5.4 of Module 5

No cost. Registration required to enable log in.

Australian Digital Health Agency

- Cyber security fundamentals - online training and resources

No cost. Registration required to access online training.

Audiology Australia

CONTINUING PROFESSIONAL DEVELOPMENT	COURSE ID
Hear the future of hearing healthcare - And prepare for it	CPDONLINE06
Harnessing mHealth Technologies to empower hearing aid users to self-manage their hearing loss	CPDONLINE43
Digital Health Tools Webinar (free)	CPDONLINE53
Honing online clinical skills	CPDONLINE 57
Disrupting the disrupters: Enhancing patient relationships with telehealth	CPDONLINE 59
Practical applications of telehealth for HSP, MBS and PHI	CPDONLINE 60
10 things you need to know when working with kids in a tele-appointment	CPDONLINE 62
Which eAudiology hearing aid option is right for you and your patients?	CPDONLINE63
Evaluating remote care software packages	CPDONLINE64
Knowledge is power: digital interventions to support patients, partners and professionals	CPDONLINE65
Smartphone technologies empower hearing aid users to self-manage their hearing loss	CPDONLINE110
Using smartphone technology to support the adult rehabilitation patient journey	CPDONLINE 111

Except where indicated, there is a cost. AudA members – eligible for CPD points.

Practical tips on conducting a synchronous teleaudiology session

During the consultation

Communication tips

Active listening, empathy and coaching skills are very important to overcome communication barriers associated with teleaudiology such as loss of body language cues, restricted view.

a. Establish rapport using informal conversation to minimise the sense of distance

b. Adjust your style to suit the client's preference eg formal, informal

c. Consider the client's context and be present

   - Your client has no insight into what is happening in your practice (busy waiting room, understaffed due to illness etc). Your demeanour may be misconstrued

d. Wait until your client has finished speaking before you speak

e. Speak clearly and carefully and pause for a response

f. Regularly check the client understands your remarks ("what do you think/feel about that approach?" "Do you understand that technique well enough to use it on your own?")

g. At the beginning and throughout the session, explain what is about to happen and what will follow so the client knows what to expect.

Begin your teleaudiology session as you would usually start an in-person consultation

a. Introduce yourself (name and position) and the reason for your call/video call

b. Ask the client to introduce themselves

c. Check the client can hear and/or see you clearly

d. Check if anyone is in the room or space with the client

   - If so, they should be seated in view of camera (for video call) and introduced to you

   - Confirm why another person/s is joining the call/video call

e. On a video call, confirm client's phone number and contingency plans for technical failure

f. Confirm the client has received resources or equipment required for the session

Technical optimisation

a. Provide some tips to your client:

   • switch their mobile phone to silent

   • speak clearly

   • minimise background noise (eg turn off radio/tv/household devices)

   • adjust the camera or lighting so you can see their face clearly

   • suggest they take notes or use an App on their smart device to transcribe your comments

      - on a phone interaction, this can assist communication when the client removes their hearing aids

      - it can also be helpful to aid a client's recall following the session

Consider these tips for your role in the interaction:

a. If using an external microphone, move it away from noise sources such as air-conditioning or rustling papers

b. Adjust the camera to your eye level to ensure contact

c. Speak clearly and directly

d. Pause to allow for transmission delay

e. If using videoconferencing, explain your actions if you need to turn away or look down (eg I'm going to make a note or I'm reaching for…)

f. Be aware that technology can be a barrier to observing body language – yours and your client

g. Regularly and explicitly check in with your client about the quality of audio and/or video

Practical tips for workflow and roles/responsibilities

Practice processes

Workflow

Consult your team about the implications that teleaudiology may have for workflow and other changes. Examples of considerations:

a. Pre-session:

- How do clients learn about the teleaudiology option (eg from written and online materials)?

- Who is responsible for educating/training/supporting clients for their teleaudiology session?

- Who will identify (triage) clients for teleaudiology appointments eg the receptionist when booking appointments?

- What criteria will be used initially to assess a client's suitability for teleaudiology?

- When there is coordination between providers, how will the information exchange occur?

- How are sessions scheduled (time blocks vs throughout the day; digital or manual)?

- Where will teleaudiology sessions take place, noting privacy and security requirements?

- How will teleaudiology sessions be documented?

- How will clients be reminded of a teleaudiology session? Who is responsible?

b. On the day of a teleaudiology session:

- Who ensures the teleaudiology room/space is set up (eg Wi-Fi working)?

- Who is responsible for the teleaudiology "check in" process and what is it?

- How will client consent be obtained, recorded or stored?

- Who is the trouble shooter for the client and/or Audiologist or Audiometrist?

- What are the protocols for a teleaudiology session?

c. Post session

- When and how will client follow up be conducted?

- How is feedback collected?

- How is payment collected?

- Who monitors reimbursement "paperwork"?

Roles and responsibilities

a. After consulting your team about workflow (see above), agree and assign roles and responsibilities for clinical and non-clinical team members

b. Consider designating team members for specific responsibilities such as:

- technology trouble-shooting – for the Audiologist/Audiometrist and client

- answering client questions before or after a phone or video call about the technology requirements, process or contingency plans

- preparing/training clients to participate in a video call

- initiating the video call and checking the client's understanding of the platform

- developing resources for clients, non-clinical and clinical team members.

Teleaudiology skills

Delivery of high-quality services by teleaudiology requires a level of expertise and experience.

Clinical <u>and</u> non-clinical team members involved in teleaudiology, including trained assistants, should have a broad range of non-technical skills and attributes.

a. Provide training and/or resources to support team members to succeed in using teleaudiology

i) Skills

- ability to take the client's perspective

- visual thinking

- task analysis skills and ability to break tasks into smaller components to aid the client's understanding

- analytical thinking skills

- problem solving ability

- explaining complex information in simple terms

ii) Attributes

- a positive attitude to technology and teleaudiology

- flexibility and adaptability to different situations and unexpected changes

- self-reflection

- staying calm when things go awry

b. Clinical and non-clinical team members involved in teleaudiology may need training on:

- basic and advanced technical skills – from understanding what teleaudiology is and its potential to the use of equipment and technology

- essential communication skills for teleaudiology including preparing emails and text messages and interactions via an App or by web chat

- teleaudiology "etiquette" for phone and video calls

- obtaining client consent during a teleaudiology session

- cultural awareness

- evaluation processes

c. Prepare clients for live remote teleaudiology sessions by phone, via an App or video call. This may take the form of:

- a procedure for a designated team member to help a client practice using the technology before their appointment

- information resources (see below)

Other potential resources for clients, practitioners and non-clinical team members (to create if not available from other sources)

a. educational resource/s for clients – written (print and digital), video, Auslan – from "what is it" to equipment and teleaudiology etiquette

b. digital literacy checklist for practices to assess client capability/capacity for teleaudiology

c. checklists for clinical and non-clinical team members on key elements of the teleaudiology appointment such as

- client identification and selection criteria

- technology requirements

- teleaudiology "etiquette"

d. checklist of skills and training for a trained assistant to perform tasks behalf of the Audiologist/Audiometrist

e. creating a consumer-friendly protocol (plan) for situations where the client removes their hearing aid

f. contingency plan for slow internet speeds, technical challenges etc

g. evaluation/feedback forms for clients, non-clinical and clinical team