



Royal Flying Doctor Service
VICTORIA

POSITION DESCRIPTION			
Position Title	Medical Specialist Contractor - Telehealth		
Location	Various - Remote	Employment status	Contractor
Reports to	Health Services Manager Primary Health	FTE	Flexible
Employee Name			
Sign		Date	
Position Purpose:	<p>The Royal Flying Doctor Service (RFDS) Victoria deliver a 100% bulk billed specialist telehealth service to rural patients through a custom built telehealth platform. The Flying Doctor Telehealth service is available to eligible clients in rural Victoria and some areas of NSW and Tasmania.</p> <p>The Flying Doctor Telehealth bespoke platform securely connects patients with specialists through an online via video call allowing patients to access care without leaving their community. The service relies on strong partnerships with rural local health services and specialist providers, with telehealth appointments traditionally run out of partner clinics to support patients and integrate care. Our host clinics receive ongoing training and real time technical assistance so that appointments run smoothly.</p> <p>The Specialist clinician will work as part of the Flying Doctor Telehealth specialist service, providing and delivering online specialist appointments (video telehealth only) to eligible patients.</p> <p>Specialists are supported by and work with the Flying Doctor Telehealth team to deliver high quality care. The Flying Doctor Telehealth team will provide platform and communication support between specialist and patient/GP or partner health service, including:</p> <ul style="list-style-type: none"> • Retrieving supporting documentation/reports to conduct an appointment • Completing Medicare claiming and associated consent to claim with the patient • Maintaining the telehealth platform • Reviewing and flagging referrals for review • Supporting patient/partner sites and specialists connecting to appointments • Support management of DNAs (Did Not Attend) and follow up appointments 		
Position Tasks and Responsibilities:	<ul style="list-style-type: none"> • Provide regular and agreed upon appointment availability and conduct specialist/patient consultation in usual manner via telehealth • Provide high quality, patient oriented clinical services, including skilled health assessment, diagnosis and treatment 		

<p>Safety and Quality</p>	<ul style="list-style-type: none"> • Maintain and manage patient records in accordance with best practice • Respond to service enquiries and screening new referrals • Manage patient needs as appropriate through usual consultation process e.g. prescription, reports • Identify appropriate MBS item for claiming • Complete GP feedback report in timely manner, or within Medicare specified timeframe and provide a copy onto the RFDS telehealth platform • Provide follow up care to engaged patients, including supporting communication to navigate follow up bookings • Working with the RFDS Telehealth team to follow-up identified high risk patients who fail to attend appointments <ul style="list-style-type: none"> • Support service to align with National Safety and Quality Health Service Standards and other relevant standards • Maintain patient confidentiality and online security standards • Attend annual catch-up with Medical Director • Participate in quality and occupational health and safety initiatives and activities as directed and/or agreed upon • Provision of a person-centred service will be prioritised at all times • Develop one case study per annum for Primary Health Clinical Safety & Quality Sub-Committee, and attend to present (if possible) • Adhere to all aspects of privacy and confidentiality regarding patients, staff and personal documentation • Practise duty of care and accountability and ensure compliance with all relevant legislation and standards • Participate in the collection of data, as required, for any evaluation, reporting and research requirements • Participate in working group forums and/or peer support group or meeting as requested from time to time • Be proactive in risk identification, notification and management 												
<p>Key Working Relationships:</p>	<p>Internal</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Health Services Manager</td> <td style="width: 50%;">General Manager Primary Care</td> </tr> <tr> <td>eHealth Team Leader</td> <td>Program Support Officers - Telehealth</td> </tr> <tr> <td>RFDS Victoria Medical Director</td> <td></td> </tr> </table> <p>External</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Referring GPs</td> <td style="width: 50%;">Appointment Facilitators</td> </tr> <tr> <td>Consumers</td> <td>Partner General Practices</td> </tr> <tr> <td>Other various stakeholders</td> <td>ACCOs</td> </tr> </table> <p>Local Residential Aged Care Providers, Hospitals, other Health Service Providers and Tertiary institutions</p>	Health Services Manager	General Manager Primary Care	eHealth Team Leader	Program Support Officers - Telehealth	RFDS Victoria Medical Director		Referring GPs	Appointment Facilitators	Consumers	Partner General Practices	Other various stakeholders	ACCOs
Health Services Manager	General Manager Primary Care												
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<p>Scope:</p>	<p>Provision of consultations via telehealth (online video call) in the field of the contractor's speciality. Work with Flying Doctor Telehealth team and referring General Practitioners to support the health care needs of rural and remote patients.</p>												

Qualifications and Experience:	<p>Essential</p> <ul style="list-style-type: none"> • Specialist / fellowship registration • Registration with the Australian Medical Board (unconditional registration) • Holder of a current National Police check, Working With Children’s check and appropriate current medical indemnity <p>Desirable</p> <ul style="list-style-type: none"> • Rural practice experience • Telehealth (video conference) experience
Skills, knowledge and competencies:	<p>Essential</p> <ul style="list-style-type: none"> • Professional knowledge and technical skills that are up to date with new developments and relevant trends in order to deliver high quality, client oriented and outcome focused clinical services. • A commitment to quality care, innovation, professional development, teaching and teamwork • Excellent interpersonal skills with the ability to communicate, motivate, consult and negotiate, while building and maintaining relationships with colleagues, clients and other health providers • Excellent written and verbal communication skills with the ability to contribute to high-level reports and present findings to inform decision-making <p>Desirable</p> <ul style="list-style-type: none"> • Working knowledge of the Australian and Victorian health care landscape and Medicare funding models
Workplace Health and Safety	<ul style="list-style-type: none"> • Take reasonable care for own health and safety • Take reasonable care for the health and safety of others including the implementation of risk control measure within their control to prevent injuries or illnesses • Comply with all reasonable instruction to safeguard their health and safety • Cooperate with any reasonable RFDS policies and/or procedures including the reporting of OH&S hazards or incidents
Code of Conduct & Organisational Values	<p>All employees, contractors, members and volunteers of the Royal Flying Doctor Service of Victoria are mutually responsible for the success of the organisation.</p> <p>The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Conduct to the highest degree of ethics and integrity • Creative thinking and openness to new challenges • Appreciating diversity in the workplace and treating everyone with courtesy and respect • Effective communication, which is open and honest • Modelling best practice and leadership <p>Our organisational values are detailed in the ‘Vision 2020’ Document.</p>

