

<b>Te Whatu Ora</b> Health New Zealand Hauora a Toi Bay of Plenty	Policy Name: <b>Telehealth</b>	Policy No: 2.6.7 Issue Date: Apr 2023 Review Date: Apr 2025
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## TELEHEALTH

### POLICY STATEMENT

It is Te Whatu Ora – Health New Zealand Hauora a Toi Bay of Plenty’s aim that telehealth communication technologies will be utilised to deliver healthcare when patients and care providers are not in the same physical location, where clinically appropriate. Te Whatu Ora Hauora a Toi Bay of Plenty considers the development and implementation of telehealth will be undertaken in mahi tahi with iwi, primary care and kaupapa Māori partners. Patient-centred, clinician-led telehealth provides an efficient and effective model of care that complements in-person consultation. Included in this service are community outreach, primary care settings, marae, home, schools and other sites deemed appropriate for telehealth provision.

### PURPOSE

To provide patients, their whānau, their carers, healthcare professionals and the healthcare system improved access, availability and efficiency of quality healthcare.

### EXCLUSIONS

Nil

### REFERENCES

- [Medical Council of New Zealand. Statement on Telehealth. March 2020](#)
- [Privacy Commissioner. Telecommunications Information Privacy Code 2003](#)
- [Privacy Commissioner. Health Information Privacy Code 1994](#)
- [Health Practitioners Competence Assurance Act 2003](#)
- [The Health and Disability Commissioner \(HDC\). Code of Health and Disability Services Consumer Rights](#)
- [The New Zealand Psychologists Board. The Practice of Telepsychology. December 2012](#)
- [The Royal New Zealand College of General Practitioners. Position Statement on Telehealth. November 2017](#)
- [Nurse Executives of New Zealand Inc. Position Statement on Telehealth. March 2015](#)
- [Allied Health Aotearoa New Zealand. Best Practice Guide for Telehealth. April 2018](#)
- [College of Intensive Care Medicine of Australia and New Zealand. Guidelines on the Use of Telemedicine in the Intensive Care Unit. 2014](#)
- [The Royal Australian and New Zealand College of Radiologists. Position on Teleradiology. November 2001](#)
- [The Royal Australian and New Zealand College of Radiologists. Position Statement on International Clinical Teleradiology. March 2007](#)
- [The Royal Australian & New Zealand College of Psychiatrists – Professional Practice Standards and Guides for Telepsychiatry. 2013](#)
- [The Royal Australasian College of Physicians. Telehealth Guidelines and Practical Tips](#)
- [The Royal College of Pathologists of Australasia. Position Statement on Telepathology. March 2014](#)

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Policy Steward: Innovation and Improvement Manager	Authorised by: Chief Medical Officer	

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- [The Royal Australian and New Zealand College of Radiologists \(RANZCR\)](#)
- [The Royal Australasian College of Surgeons \(RACS\)](#)
- [The Royal Australasian College of Physicians \(RACP\)](#)
- [NZ Telehealth](#)

### ASSOCIATED DOCUMENTS

- Te Whatu Ora Hauora a Toi Bay of Plenty policy 2.6.7 protocol 1 Telehealth – Establishing a Service
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 1.5.1 Interpreter Services
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 2.5.1 Health Information Privacy
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 2.5.2 Health Records Management
- Te Whatu Ora Hauora a Toi Bay of Plenty policy 1.4.4 protocol 1 Cultural Safety – Māori – Standards

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