



CORE CAPABILITY FRAMEWORK FOR PHYSIOTHERAPISTS TO DELIVER QUALITY CARE VIA VIDEOCONFERENCING & TELEPHONE

**Centre for Health Exercise & Sports Medicine
Department of Physiotherapy**

Framework endorsed by



THE UNIVERSITY OF
MELBOURNE



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

ISfTeH

International Society for
Telemedicine & eHealth

FOR SPECIFIC DETAILS ABOUT HOW THESE FRAMEWORKS WERE DEVELOPED, PLEASE REFER TO THE FOLLOWING PUBLICATIONS:

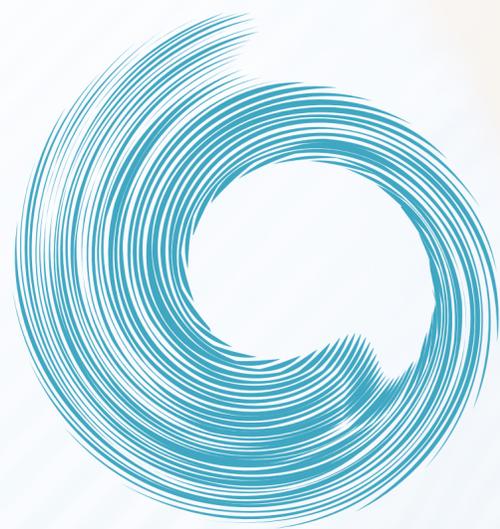
[Davies, L., Hinman, R.S., Russell, T., Lawford, B., Bennell, K., \(2021\). An international core capability framework for physiotherapists to deliver quality care via videoconferencing: A Delphi Study. *Journal of Physiotherapy*. DOI: <https://doi.org/10.1016/j.phys.2021.09.001>](#)

[Davies, L., Hinman, R.S., Russell, T., Lawford, B., Bennell, K., \(2022\). An international core capability framework for physiotherapists delivering telephone-based care. *Journal of Physiotherapy*. DOI: <https://doi.org/10.1016/j.jphys.2022.02.002>](#)

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THESE FRAMEWORKS WERE DEVELOPED BY ACADEMIC RESEARCHERS AT THE UNIVERSITY OF MELBOURNE AND THE UNIVERSITY OF QUEENSLAND AND SUPPORTED BY AN INTERNATIONAL STEERING GROUP.

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BACKGROUND AND METHODS

What is a capability framework?

A capability framework communicates the essential knowledge, skills, abilities and other attributes needed to ensure success in a given role. A "capability" can be defined as an "integration of knowledge, skills, personal qualities and understanding used appropriately and effectively".

Why is a core capability framework important for physiotherapists to deliver care via videoconferencing and telephone?

Capable clinicians are seen as adaptable, flexible, and resourceful when responding to changing circumstances. During the COVID-19 pandemic, the delivery of physiotherapy care rapidly pivoted from in-person to alternate modes of service delivery such as telehealth. Many clinicians had limited training and experience in telehealth, highlighting the need for a capability framework to outline the knowledge and skills required for this mode of service delivery. These core capability frameworks provide physiotherapists with best practice recommendations about the skills and knowledge required for delivering care via videoconferencing and telephone. These frameworks can be used as a blueprint to inform curriculum and professional development initiatives, including learning outcomes, assessment strategies, and graduate attributes.



HOW WAS THE VIDEOCONFERENCING FRAMEWORK DEVELOPED?

We established an International Delphi Panel and conducted an e-Delphi survey to achieve expert consensus on the core capability framework. The International Panel of 130 experts (including the researchers and Steering Group) from 32 different countries comprised:

- i) **Physiotherapy researchers involved in telehealth research**
- ii) **Physiotherapy clinicians who have provided care to patients via videoconferencing**
- iii) **Representatives of physiotherapy professional organisations**
- iv) **A representative from a private health insurer**
- v) **Consumers who have received physiotherapy care delivered via videoconferencing**

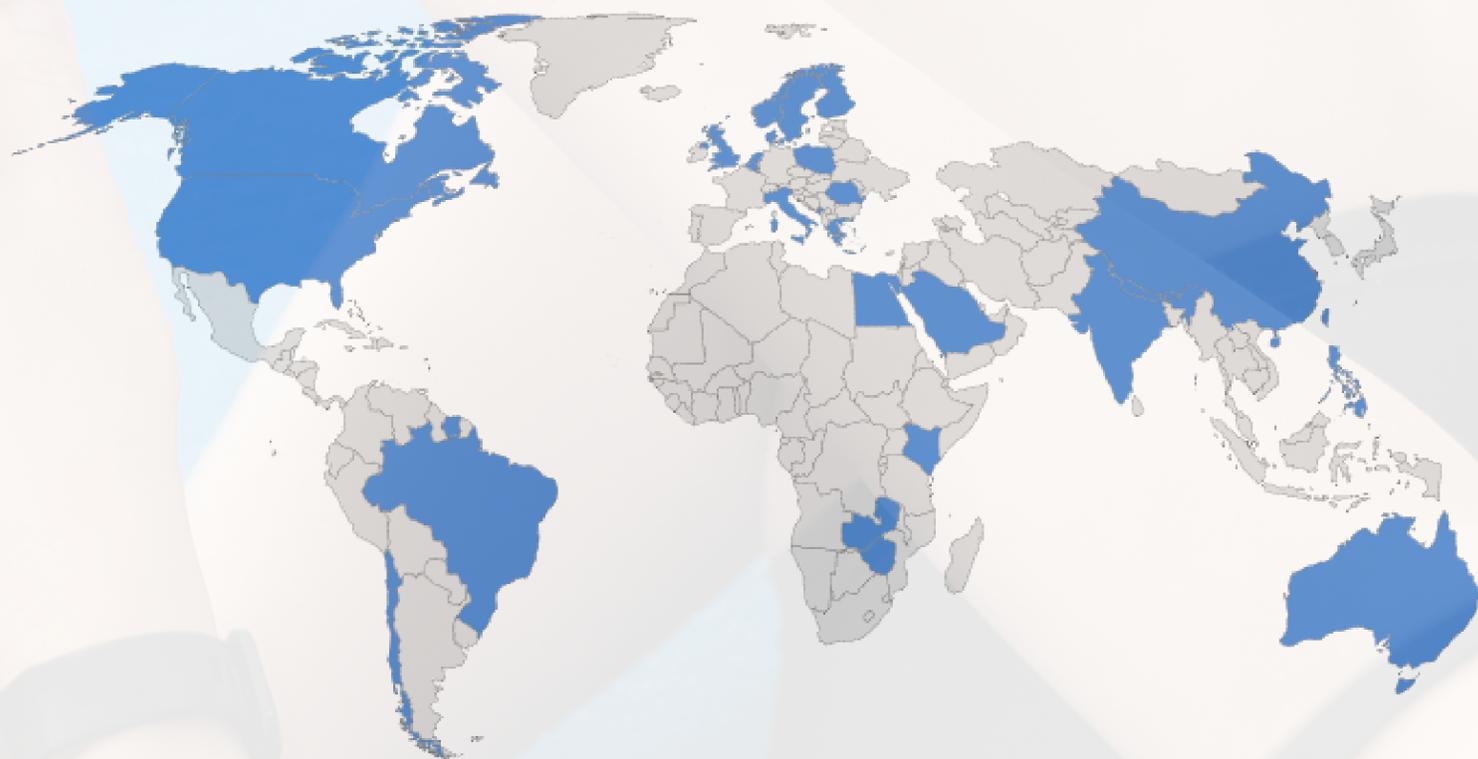


Figure 1. A global map showing locations of the expert Delphi panel (highlighted in blue).

The Delphi Panel considered a draft framework (developed by the research team and steering group from relevant documents identified in the literature) of 73 capabilities mapped across 8 domains. **Over three rounds**, the Panel **rated their agreement** on whether **each specific capability** was important for physiotherapists to deliver quality care via videoconferencing. The final framework comprised **60 capabilities** mapped across **7 domains**.

HOW WAS THE TELEPHONE FRAMEWORK DEVELOPED?

We established an International Panel and conducted an e-Delphi survey to achieve expert consensus on the capabilities to be included in the framework. The International Panel of 71 experts (including the researchers) from 17 different countries comprised:

- i) **Physiotherapy researchers involved in telehealth research**
- ii) **Physiotherapy clinicians who have provided care to patients via telephone**
- iii) **Representatives of physiotherapy professional organisations**
- iv) **Consumers who have received physiotherapy care delivered via telephone**

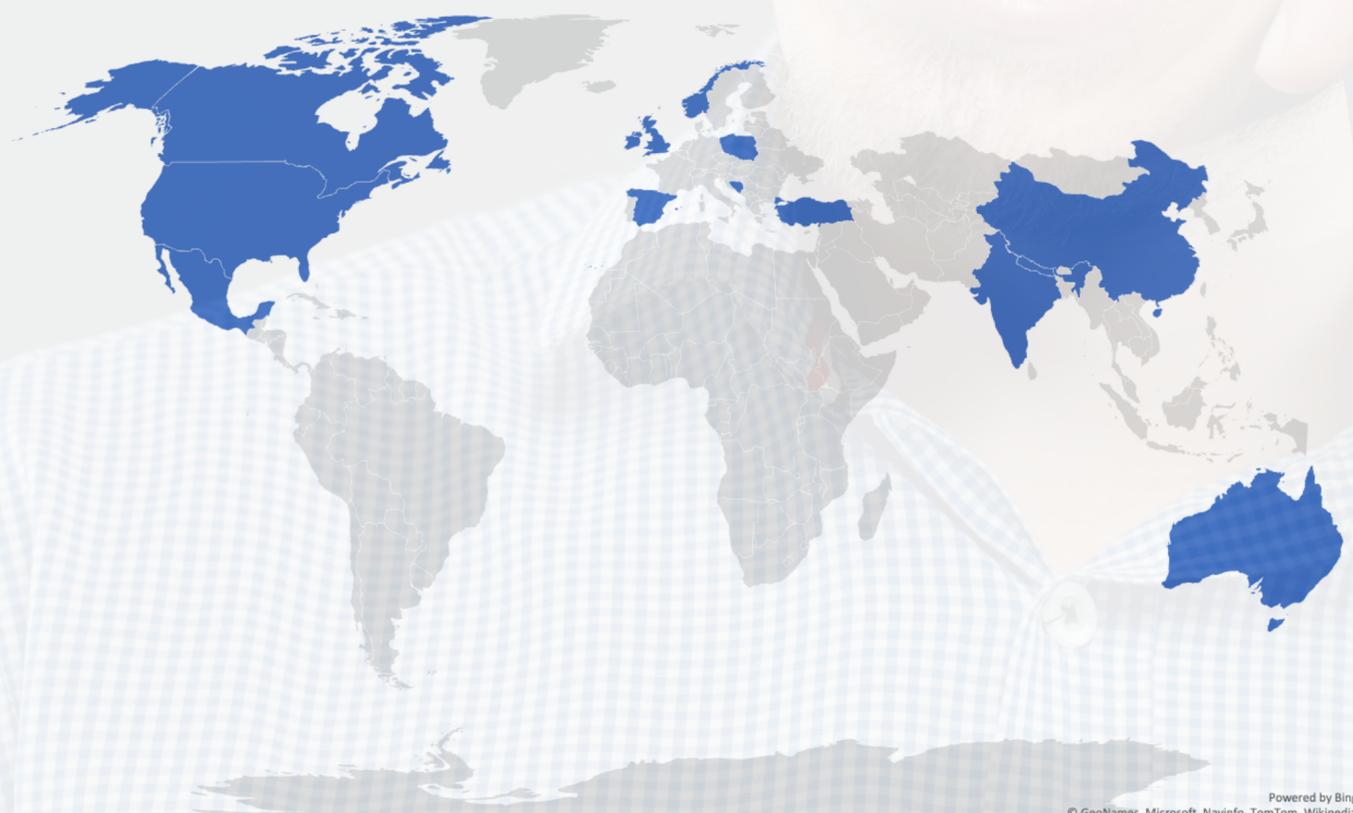


Figure 1. A global map showing locations of the expert Delphi panel (highlighted in blue).

The Delphi Panel considered a draft framework (adapted from our previous capability framework for delivery of care via videoconferencing). **Over three rounds**, the Panel **rated their agreement** on whether **each specific capability** was important for physiotherapists to deliver quality care via telephone. The final framework comprised **44 capabilities** mapped across **6 domains**.

VIDEOCONFERENCING FRAMEWORK

- DOMAIN 1** Compliance
- DOMAIN 2** Patient privacy and confidentiality
- DOMAIN 3** Patient safety
- DOMAIN 4** Technology skills
- DOMAIN 5** Telehealth delivery
- DOMAIN 6** Assessment and diagnosis
- DOMAIN 7** Care planning and management



DOMAIN 1

Compliance

The physiotherapist demonstrates they can...

- a) identify any limitation to their individual scope of telehealth (videoconferencing/telephone) practice as dictated by relevant laws, registration requirements, organisational regulation, and/or the funding/reimbursement model relevant to the patient
- b) comply with the regulatory requirements associated with practicing as a physiotherapist in the practitioners' geographical location, the geographical restrictions associated with their professional registration and the geographical location(s) of the patient
- c) have professional indemnity insurance that covers the intended scope of telehealth (videoconferencing/telephone) practice
- d) determine a patient's eligibility for receiving care via telehealth (videoconferencing/telephone) in accordance with federal and state regulations and/or the funding/reimbursement model relevant to the individual patient
- e) obtain and document informed consent from the patient and/or helper which is appropriate for the intended telehealth interactions
- f) align practice with relevant organisational telehealth procedures and protocols
- g) record and manage clinical documentation about telehealth (videoconferencing/telephone) interactions in accordance with professional association standards, state/federal regulations and medico-legal requirements



DOMAIN 2

Patient privacy & confidentiality

The physiotherapist demonstrates the ability to...

- a) set up their and the patients environment in order to maintain privacy
- b) obtain informed consent from the patient if videos or photos are taken during the telehealth (videoconferencing/telephone) interaction (such as for assessment purposes), and explain how these will be used and stored
- c) inform the patient/caregiver that physiotherapist consent if required for them to take photos/videos of the consultation
- d) comply with the data security requirements of telehealth practice, platforms, storage and transmission (including sharing information with other health professionals) as dictated by bodies such as federal/state/professional and/or employer organisations (e.g. for United States of America physiotherapists, The Health Insurance Portability and Accountability Act required technical, physical and administrative safeguards, for Australia the Australian Privacy Principles and for Europe the General Data Protection Regulation)



DOMAIN 3

Patient safety

The physiotherapist demonstrates the ability to...

- a) determine whether a patient is safe to receive care via telehealth, taking into consideration a patient's health and physical environment
- b) inform the patient of potential risks, benefits and limitations associated with the delivery of telehealth (videoconferencing/telephone)
- c) describe a documented procedure in the case of a patient incident during the telehealth consultation including being able to provide patient address to emergency services if required and/or notify the patient's emergency contact
- d) confirm the geographical address of the patient at the beginning of each consultation in case emergency services need to be called
- e) identify safety hazards related to remote care where the therapist is not in the same room as the patient
- f) enlist the assistance of a patient caregiver to assist with physical assessment and management tasks in order to ensure patient safety when required
- g) instruct the patient to set up their physical environment in a manner that is safe for them to perform intended assessment and management tasks



DOMAIN 4

Technology skills

The physiotherapist demonstrates the ability to...

- a) assess the digital literacy of the patient and suitability for a telehealth interaction
- b) determine if the patient has appropriate IT hardware (e.g. laptop, tablet device, smart phone) to enable the delivery of the telehealth consultation
- c) select appropriate fit for purpose telehealth technology that is compliant with data security requirements
- d) select (if possible) a telehealth (videoconferencing) platform that is suitable for the intended assessment and management task
- e) competently use relevant functions of the telehealth (videoconferencing) platform to optimise delivery of care
- f) instruct the patient on how to use the key features of the telehealth (videoconferencing) platform
- g) understand and identify the potential problems and/or technical issues likely to be encountered by the patient when using the telehealth (videoconferencing) platform, and be able to assist the patient to deal with such problems



DOMAIN 5

Telehealth delivery

The physiotherapist demonstrates they can...

- a) instruct the patient on how to connect to the telehealth (videoconferencing) consultation, including information about time of appointment, contact details of the physiotherapist, and provision of information for setting up technology prior to first consultation
- b) enact an appropriate procedure for alternative mode of contact with the patient in the event of technical/communication disruption
- c) set up their own physical environment ensuring optimal lighting, so the therapist is clearly visible to the patient
- d) set up their own physical environment ensuring optimal acoustics, including silencing and electronic notifications on the device used
- e) set up the camera angle so that the therapist is in centre frame with their head and shoulders visible, allowing for eye contact with the patient
- f) adjust their own camera angle to include their whole body or equipment and/or props for demonstration purposes
- g) instruct the patient how to set up their own physical environment ensuring optimal lighting and uncluttered neutral background (if possible), so they are clearly visible to the therapist
- h) instruct the patient how to set up their own physical environment to optimise acoustics
- i) instruct the patient to set up the camera angle so that they are in centre frame with their head and shoulders visible, allowing for eye contact
- j) instruct the patient to set up the camera angle to visualise other patient assessment and treatment tasks appropriately (e.g. walking, exercise performance) as required
- k) demonstrate telehealth etiquette when speaking, such as turn taking to optimise conversational flow
- l) modulate communication style including clear enunciation, slower pace and lengthened pauses to reduce overlap
- m) utilise other means of instructions outside of verbal, such as use of hands to demonstrate angles of movements, other props to help convey the instructions



Telehealth delivery

The physiotherapist demonstrates they can...

- n) provide written or digital information to the patient as required to support delivery of care
- o) encourage patient positive beliefs about telehealth to maximise adherence to treatment
- p) use the findings of evaluation to continuously improve the telehealth service



DOMAIN 6

Assessment and diagnosis

The physiotherapist demonstrates the ability to...

- a) follow a structured process to ensure patient appropriateness for telehealth (videoconferencing/telephone) for the individual patient
- b) follow a structured process to identify risk of falls or other safety considerations prior to consultation
- c) recognise the limitations of telehealth (videoconferencing/telephone) in assessment and diagnosis
- d) adapt assessment processes (if required) to appropriately assess the patient via telehealth (videoconferencing/telephone)
- e) instruct and/or demonstrate the patient and/or helper (using videos and/or images where appropriate) on how to perform modified special tests for assessment and diagnosis if required
- f) determine the elements of care suitable for delivery via telehealth (videoconferencing/telephone) for the individual patient
- g) recognise when an in-person consultation and/or other investigations are required to supplement the telehealth assessment and/or diagnosis



DOMAIN 7

Care planning and management

The physiotherapist demonstrates the ability to...

- a) identify and interpret the evidence for physiotherapy via telehealth (videoconferencing/telephone)
- b) facilitate patient choice in choosing telehealth (telephone or videoconferencing) or in-person consultation
- c) use the existing evidence base to deliver treatments that have been shown to have equivalence to in person treatment
- d) critically apply relevant clinical practice guidelines and other best available evidence on telehealth (videoconferencing/telephone) care and service delivery, identifying where local modifications may be required
- e) effectively and safely adapt (if required) and deliver treatment approaches using telehealth (videoconferencing/telephone)
- f) develop a patient centred management plan which considers the digital literacy of the individual and whether a blended approach combining telehealth (telephone or videoconferencing) and in person delivery care is needed
- g) consider and use as appropriate written and digital resources to enhance information sharing with the patient to increase their knowledge about their condition, management options and prognosis



Care planing and management

The physiotherapist demonstrates the ability to...

- h) proficiently use the relevant features of their chosen telehealth (videoconferencing) platform and other supporting digital tools as appropriate to provide effective telehealth treatment for the patient
- i) adapt (to the patient's environment) and implement relevant outcome measures to monitor treatment progress to guide ongoing telehealth (videoconferencing/telephone) management
- j) identify opportunities for, and engage in, interprofessional care and collaboration via technology where possible
- k) adhere to privacy, security legislative requirements when using digital mechanisms to communicate with other health care professionals about a patient
- l) provide an alternative treatment if the person is not appropriate for care delivered via telehealth (videoconferencing/telephone)



TELEPHONE FRAMEWORK

- DOMAIN 1** Compliance
- DOMAIN 2** Patient privacy and confidentiality
- DOMAIN 3** Patient safety
- DOMAIN 4** Telehealth delivery
- DOMAIN 5** Assessment and diagnosis
- DOMAIN 6** Care planning and management



DOMAIN 1

Compliance

The physiotherapist demonstrates they can...

- a) identify any limitation to their individual scope of telehealth practice as dictated by relevant laws, registration requirements, organisational regulation, and/or the funding/reimbursement model relevant to the patient
- b) comply with the regulatory requirements associated with practicing as a physiotherapist in the practitioners' geographical location, the geographical restrictions associated with their professional registration and the geographical location(s) of the patient
- c) have professional indemnity insurance that covers the intended scope of telehealth practice
- d) determine a patient's eligibility for receiving care via telehealth (telephone) in accordance with federal and state regulations and/or the funding/reimbursement model relevant to the individual patient
- e) obtain and document informed consent from the patient and/or helper which is appropriate for the intended telehealth interactions
- f) align practice with relevant organisational telehealth (telephone) procedures and protocols
- g) record and manage clinical documentation about telehealth interactions in accordance with professional association standards, state/federal regulations and medico-legal requirements



DOMAIN 2

Patient privacy & confidentiality

The physiotherapist demonstrates the ability to...

- a) set up their and the patients environment in order to maintain privacy
- b) obtain informed consent from the patient if audio recordings are taken during the telehealth (telephone) interaction (such as for assessment purposes), and explain how these will be used and stored
- c) inform the patient/caregiver that physiotherapist consent if required for them to take photos/videos of the consultation
- d) comply with the data security requirements of telehealth (telephone) practice, platforms, storage and transmission (including sharing information with other health professionals) as dictated by bodies such as federal/state/professional and/or employer organisations (e.g. for United States of America physiotherapists, The Health Insurance Portability and Accountability Act required technical, physical and administrative safeguards, for Australia the Australian Privacy Principles and for Europe the General Data Protection Regulation)



DOMAIN 3

Patient safety

The physiotherapist demonstrates the ability to...

- a) determine whether a patient is safe to receive care via telehealth (telephone), taking into consideration a patient's health and physical environment
- b) inform the patient of potential risks, benefits and limitations associated with the delivery of telehealth (telephone)
- c) describe a documented procedure in the case of a patient incident during the telehealth (telephone) consultation including being able to provide patient address to emergency services if required and/or notify the patient's emergency contact
- d) confirm the geographical address of the patient at the beginning of each consultation in case emergency services need to be called
- e) identify safety hazards related to remote care where the therapist is not in the same room as the patient
- f) enlist the assistance of a patient caregiver to assist with physical assessment and management tasks in order to ensure patient safety when required
- g) instruct the patient to set up their physical environment in a manner that is safe for them to perform intended assessment and management tasks



DOMAIN 4

Telehealth delivery

The physiotherapist demonstrates they can...

- a) provide written or digital information to the patient as required to support delivery of care
- b) use the findings of evaluation to continuously improve the telehealth (telephone) service
- c) adapt communication style and strategies to optimise delivery of care via telehealth (telephone) given the absence of non-verbal cues
- d) evaluate the patient's comprehension/understanding of information being delivered via telehealth (telephone) using teach-back technique
- e) Implement strategies to foster rapport, trust, and build therapeutic relationships via telehealth (telephone)
- f) establish expectations and goals for what can be achieved with telehealth (telephone) consultations in collaboration with the patient
- g) technically operate the chosen telephone system
- h) provide adequate information prior to the telehealth consultation to optimise delivery of care via telehealth (telephone)
- i) implement strategies to ensure minimal disruption during the telehealth (telephone) consultation



DOMAIN 5

Assessment and diagnosis

The physiotherapist demonstrates the ability to...

- a) follow a structured process to ensure patient appropriateness for telehealth (telephone) for the individual patient
- b) follow a structured process to identify risk of falls or other safety considerations prior to consultation
- c) recognise the limitations of telehealth (telephone) in assessment and diagnosis
- d) adapt assessment processes (if required) to appropriately assess the patient via telehealth (telephone)
- e) instruct the patient and/or helper on how to perform modified special tests for assessment and diagnosis if required
- f) determine the elements of care suitable for delivery via telehealth (telephone) for the individual patient
- g) recognise when an in-person or video consultation or other investigations are required to supplement the telehealth assessment and/or diagnosis



DOMAIN 6

Care planning and management

The physiotherapist demonstrates the ability to...

- a) identify and interpret the evidence for physiotherapy via telehealth (telephone)
- b) facilitate patient choice in choosing telehealth (telephone or videoconferencing) or face to face consultation
- c) use the existing evidence base to deliver treatments that have been shown to have equivalence to in person treatment
- d) critically apply relevant clinical practice guidelines and other best available evidence on telehealth (telephone) care and service delivery, identifying where local modifications may be required
- e) effectively and safely adapt (if required) and deliver treatment approaches using telehealth (telephone)
- f) develop a patient centred management plan which considers the digital literacy of the individual and whether a blended approach combining telehealth (telephone or videoconferencing) and in person delivery care is needed
- g) consider and use as appropriate written and digital resources to enhance information sharing with the patient to increase their knowledge about their condition, management options and prognosis



Care planing and management

The physiotherapist demonstrates the ability to...

- h) adapt (to the patient's environment) and implement relevant outcome measures to monitor treatment progress to guide ongoing telehealth (telephone) management
- i) adhere to privacy, security legislative requirements when using digital mechanisms to communicate with other health care professionals about a patient
- j) provide an alternative treatment if the person is not appropriate for care delivered via telehealth (telephone)

Clinician Self-appraisal Checklist for videoconferencing



The following checklist has been provided for you to use as a self-appraisal tool to identify areas where you may have reduced confidence



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Self-appraisal checklist for Videoconferencing

DOMAIN 1 Compliance

Self-reported Level of confidence

Not Confident Confident

a) identify any limitation to their individual scope of telehealth practice as dictated by relevant laws, registration requirements, organisational regulation, and/or the funding/reimbursement model relevant to the patient

b) comply with the regulatory requirements associated with practicing as a physiotherapist in the practitioners' geographical location, the geographical restrictions associated with their professional registration and the geographical location(s) of the patient

c) have professional indemnity insurance that covers the intended scope of telehealth practice

d) determine a patient's eligibility for receiving care via telehealth in accordance with federal and state regulations and/or the funding/reimbursement model relevant to the individual patient

e) obtain and document informed consent from the patient and/or helper which is appropriate for the intended telehealth interactions

f) align practice with relevant organisational telehealth procedures and protocols

g) record and manage clinical documentation about telehealth interactions in accordance with professional association standards, state/federal regulations and medico-legal requirements

Self-appraisal checklist for Videoconferencing

DOMAIN 2 Patient privacy and confidentiality

Self-reported Level of confidence

Not Confident Confident

a) set up their and the patients environment in order to maintain privacy

b) obtain informed consent from the patient if videos or photos are taken during the telehealth (videoconferencing/telephone) interaction (such as for assessment purposes), and explain how these will be used

c) inform the patient/caregiver that physiotherapist consent if required for them to take photos/videos of the consultation

d) comply with the data security requirements of telehealth practice, platforms, storage and transmission (including sharing information with other health professionals) as dictated by bodies such as federal/state/professional and/or employer organisations (e.g. for United States of America physiotherapists, The Health Insurance Portability and Accountability Act required technical, physical and administrative safeguards, for Australia the Australian Privacy Principles and for Europe the General Data Protection Regulation

Self-appraisal checklist for Videoconferencing

Self-reported
Level of confidence

DOMAIN 3 Patient Safety

Not Confident Confident

- | | | |
|--|--------------------------|--------------------------|
| a) determine whether a patient is safe to receive care via telehealth, taking into consideration a patient's health and physical environment | <input type="checkbox"/> | <input type="checkbox"/> |
| b) inform the patient of potential risks, benefits and limitations associated with the delivery of telehealth (videoconferencing/telephone) | <input type="checkbox"/> | <input type="checkbox"/> |
| c) describe a documented procedure in the case of a patient incident during the telehealth (videoconferencing/telephone) consultation including being able to provide patient address to emergency services if required and/or notify the patients emergency contact | <input type="checkbox"/> | <input type="checkbox"/> |
| d) confirm the geographical address of the patient at the beginning of each consultation in case emergency services need to be called | <input type="checkbox"/> | <input type="checkbox"/> |
| e) identify safety hazards related to remote care where the therapist is not in the same room as the patient | <input type="checkbox"/> | <input type="checkbox"/> |
| f) enlist the assistance of a patient caregiver to assist with physical assessment and management tasks in order to ensure patient safety when required | <input type="checkbox"/> | <input type="checkbox"/> |
| g) instruct the patient to set up their physical environment in a manner that is safe for them to perform intended assessment and management tasks | <input type="checkbox"/> | <input type="checkbox"/> |

Self-appraisal checklist for Videoconferencing

DOMAIN 4 Technology skills

Self-reported Level of confidence

Not Confident Confident

- | | | |
|--|--------------------------|--------------------------|
| a) assess the digital literacy of the patient and suitability for a telehealth (videoconferencing) interaction | <input type="checkbox"/> | <input type="checkbox"/> |
| b) determine if the patient has appropriate IT hardware (e.g. laptop, tablet device, smart phone) to enable the delivery of the telehealth (videoconferencing/telephone) consultation | <input type="checkbox"/> | <input type="checkbox"/> |
| c) select appropriate fit for purpose telehealth (videoconferencing) technology that is compliant with data security requirements | <input type="checkbox"/> | <input type="checkbox"/> |
| d) select (if possible) a telehealth (videoconferencing/telephone) platform that is suitable for the intended assessment and management task | <input type="checkbox"/> | <input type="checkbox"/> |
| e) competently use relevant functions of the telehealth (videoconferencing/telephone) platform to optimise delivery of care | <input type="checkbox"/> | <input type="checkbox"/> |
| f) instruct the patient on how to use the key features of the telehealth (videoconferencing) platform | <input type="checkbox"/> | <input type="checkbox"/> |
| g) understand and identify the potential problems and/or technical issues likely to be encountered by the patient when using the telehealth (videoconferencing/telephone) platform, and be able to assist the patient to deal with such problems | <input type="checkbox"/> | <input type="checkbox"/> |

Self-appraisal checklist for Videoconferencing

DOMAIN 5 Telehealth delivery

Self-reported Level of confidence

	Not Confident	Confident
a) instruct the patient on how to connect to the telehealth (videoconferencing) consultation, including information about time of appointment, contact details of the physiotherapist, and provision of information for setting up technology prior to first consultation	<input type="checkbox"/>	<input type="checkbox"/>
b) enact an appropriate procedure for alternative mode of contact with the patient in the event of technical/communication disruption	<input type="checkbox"/>	<input type="checkbox"/>
c) set up their own physical environment ensuring optimal lighting, so the therapist is clearly visible to the patient	<input type="checkbox"/>	<input type="checkbox"/>
d) set up their own physical environment ensuring optimal acoustics, including silencing and electronic notifications on the device used	<input type="checkbox"/>	<input type="checkbox"/>
e) set up the camera angle so that the therapist is in centre frame with their head and shoulders visible, allowing for eye contact with the patient	<input type="checkbox"/>	<input type="checkbox"/>
f) adjust their own camera angle to include their whole body or equipment and/or props for demonstration purposes	<input type="checkbox"/>	<input type="checkbox"/>
g) instruct the patient how to set up their own physical environment ensuring optimal lighting and uncluttered neutral background (if possible), so they are clearly visible to the therapist	<input type="checkbox"/>	<input type="checkbox"/>
h) instruct the patient how to set up their own physical environment to optimise acoustics	<input type="checkbox"/>	<input type="checkbox"/>
i) instruct the patient to set up the camera angle so that they are in centre frame with their head and shoulders visible, allowing for eye contact	<input type="checkbox"/>	<input type="checkbox"/>
j) instruct the patient to set up the camera angle to visualise other patient assessment and treatment tasks appropriately (e.g. walking, exercise performance) as required	<input type="checkbox"/>	<input type="checkbox"/>
k) demonstrate telehealth etiquette when speaking, such as turn taking to optimise conversational flow	<input type="checkbox"/>	<input type="checkbox"/>
l) modulate communication style including clear enunciation, slower pace and lengthened pauses to reduce overlap	<input type="checkbox"/>	<input type="checkbox"/>
m) utilise other means of instructions outside of verbal, such as use of hands to demonstrate angles of movements, other props to help convey the instructions	<input type="checkbox"/>	<input type="checkbox"/>
n) provide written or digital information to the patient as required to support delivery of care	<input type="checkbox"/>	<input type="checkbox"/>
o) encourage patient positive beliefs about telehealth to maximise adherence to treatment	<input type="checkbox"/>	<input type="checkbox"/>
p) use the findings of evaluation to continuously improve the telehealth service	<input type="checkbox"/>	<input type="checkbox"/>

Self-appraisal checklist for Videoconferencing

Self-reported

Level of confidence

DOMAIN 6 Assessment and diagnosis

Not Confident Confident

- | | | |
|---|--------------------------|--------------------------|
| a) follow a structured process to ensure patient appropriateness for telehealth for the individual patient | <input type="checkbox"/> | <input type="checkbox"/> |
| b) follow a structured process to identify risk of falls or other safety considerations prior to consultation | <input type="checkbox"/> | <input type="checkbox"/> |
| c) recognise the limitations of telehealth in assessment and diagnosis | <input type="checkbox"/> | <input type="checkbox"/> |
| d) adapt assessment processes (if required) to appropriately assess the patient via telehealth (videoconferencing) | <input type="checkbox"/> | <input type="checkbox"/> |
| e) instruct and/or demonstrate the patient and/or helper (using videos and/or images where appropriate) on how to perform modified special tests for assessment and diagnosis if required | <input type="checkbox"/> | <input type="checkbox"/> |
| f) determine the elements of care suitable for delivery via telehealth (videoconferencing) for the individual patient | <input type="checkbox"/> | <input type="checkbox"/> |
| g) recognise when an in-person consultation and/or other investigations are required to supplement the telehealth (videoconferencing) assessment and/or diagnosis | <input type="checkbox"/> | <input type="checkbox"/> |

Self-appraisal checklist for Videoconferencing

DOMAIN 7 Care planning and management

Self-reported Level of confidence

Not Confident Confident

- | | | |
|--|--------------------------|--------------------------|
| a) identify and interpret the evidence for physiotherapy via telehealth (videoconferencing) | <input type="checkbox"/> | <input type="checkbox"/> |
| b) facilitate patient choice in choosing telehealth (videoconferencing) or face to face consultation | <input type="checkbox"/> | <input type="checkbox"/> |
| c) use the existing evidence base to deliver treatments that have been shown to have equivalence to in person treatment | <input type="checkbox"/> | <input type="checkbox"/> |
| d) critically apply relevant clinical practice guidelines and other best available evidence on telehealth (videoconferencing) care and service delivery, identifying where local modifications may be required | <input type="checkbox"/> | <input type="checkbox"/> |
| e) effectively and safely adapt (if required) and deliver treatment approaches using telehealth (videoconferencing) | <input type="checkbox"/> | <input type="checkbox"/> |
| f) develop a client centred management plan which considers the digital literacy of the individual | <input type="checkbox"/> | <input type="checkbox"/> |
| g) develop a client centred management plan which considers the most appropriate model of service delivery (in person or telehealth or a blended approach) | <input type="checkbox"/> | <input type="checkbox"/> |
| h) consider and use as appropriate written and digital resources to enhance information sharing with the patient to increase their knowledge about their condition, management options and prognosis | <input type="checkbox"/> | <input type="checkbox"/> |
| i) proficiently use the relevant features of their chosen telehealth (videoconferencing) platform and other supporting digital tools as appropriate to provide effective telehealth treatment for the patient | <input type="checkbox"/> | <input type="checkbox"/> |
| j) implement and adapt relevant outcome measures according to the client's environment to monitor treatment progress and guide ongoing telehealth management | <input type="checkbox"/> | <input type="checkbox"/> |
| k) identify opportunities for, and engage in, interprofessional care and collaboration via technology where possible | <input type="checkbox"/> | <input type="checkbox"/> |
| l) adhere to privacy, security legislative requirements when using digital mechanisms to communicate with other health care professionals about a patient | <input type="checkbox"/> | <input type="checkbox"/> |
| m) provide an alternative treatment if the person is not appropriate for care delivered via telehealth | <input type="checkbox"/> | <input type="checkbox"/> |

Clinician Self-appraisal Checklist for telephone



The following checklist has been provided for you to use as a self-appraisal tool to identify areas where you may have reduced confidence

Self-appraisal checklist for telephone

Self-reported Level of confidence

Not Confident Confident

DOMAIN 1 Compliance

a) identify any limitation to their individual scope of telehealth practice as dictated by relevant laws, registration requirements, organisational regulation, and/or the funding/reimbursement model relevant to the patient

b) comply with the regulatory requirements associated with practicing as a physiotherapist in the practitioners' geographical location, the geographical restrictions associated with their professional registration and the geographical location(s) of the patient

c) have professional indemnity insurance that covers the intended scope of telehealth practice

d) determine a patient's eligibility for receiving care via telehealth (telephone) in accordance with federal and state regulations and/or the funding/reimbursement model relevant to the individual patient

e) obtain and document informed consent from the patient and/or helper which is appropriate for the intended telehealth interactions

f) align practice with relevant organisational telehealth (telephone) procedures and protocols

g) record and manage clinical documentation about telehealth interactions in accordance with professional association standards, state/federal regulations and medico-legal requirements



Self-appraisal checklist for telephone

Self-reported Level of confidence

Not Confident Confident

DOMAIN 2 Patient privacy and confidentiality

a) set up their and the patients environment in order to maintain privacy

b) obtain informed consent from the patient if audio recordings are taken during the telehealth (telephone) interaction (such as for assessment purposes), and explain how these will be used and stored

c) inform the patient/caregiver that physiotherapist consent if required for them to take photos/videos of the consultation

d) comply with the data security requirements of telehealth (telephone) practice, platforms, storage and transmission (including sharing information with other health professionals) as dictated by bodies such as federal/state/professional and/or employer organisations (e.g. for United States of America physiotherapists, The Health Insurance Portability and Accountability Act required technical, physical and administrative safeguards, for Australia the Australian Privacy Principles and for Europe the General Data Protection Regulation)



Self-appraisal checklist for telephone

Self-reported Level of confidence

Not Confident Confident

DOMAIN 3 Patient Safety

a) determine whether a patient is safe to receive care via telehealth (telephone), taking into consideration a patient's health and physical environment

b) inform the patient of potential risks, benefits and limitations associated with the delivery of telehealth (telephone)

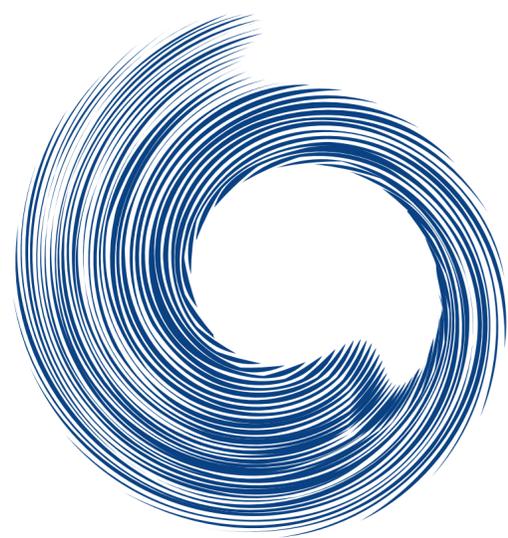
c) describe a documented procedure in the case of a patient incident during the telehealth (telephone) consultation including being able to provide patient address to emergency services if required and/or notify the patients emergency contact

d) confirm the geographical address of the patient at the beginning of each consultation in case emergency services need to be called

e) identify safety hazards related to remote care where the therapist is not in the same room as the patient

f) enlist the assistance of a patient caregiver to assist with physical assessment and management tasks in order to ensure patient safety when required

g) instruct the patient to set up their physical environment in a manner that is safe for them to perform intended assessment and management tasks



Self-appraisal checklist for telephone

Self-reported Level of confidence

Not Confident Confident

DOMAIN 4 Telehealth delivery

- a) provide written or digital information to the patient as required to support delivery of care
- b) use the findings of evaluation to continuously improve the telehealth (telephone) service
- c) adapt communication style and strategies to optimise delivery of care via telehealth (telephone) given the absence of non-verbal cues
- d) evaluate the patient's comprehension/understanding of information being delivered via telehealth (telephone) using teach-back technique
- e) Implement strategies to foster rapport, trust, and build therapeutic relationships via telehealth (telephone)
- f) establish expectations and goals for what can be achieved with telehealth (telephone) consultations in collaboration with the patient
- g) technically operate the chosen telephone system
- h) provide adequate information prior to the telehealth consultation to optimise delivery of care via telehealth (telephone)
- i) implement strategies to ensure minimal disruption during the telehealth (telephone) consultation

<input type="checkbox"/>	<input type="checkbox"/>



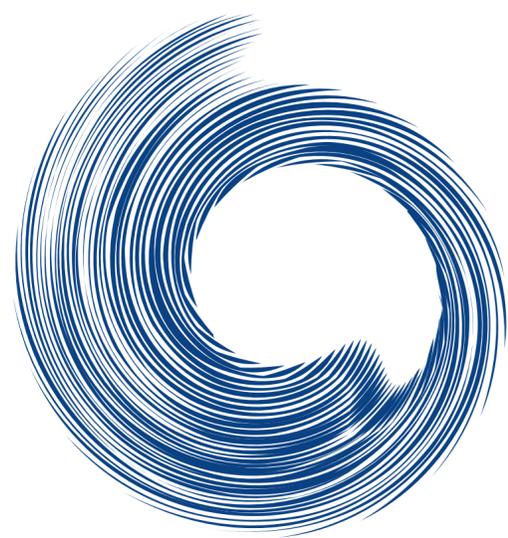
Self-appraisal checklist for telephone

Self-reported Level of confidence

Not Confident Confident

DOMAIN 5 Assessment and diagnosis

- a) follow a structured process to ensure patient appropriateness for telehealth (telephone) for the individual patient
- b) follow a structured process to identify risk of falls or other safety considerations prior to consultation
- c) recognise the limitations of telehealth (telephone) in assessment and diagnosis
- d) adapt assessment processes (if required) to appropriately assess the patient via telehealth (telephone)
- e) instruct the patient and/or helper on how to perform modified special tests for assessment and diagnosis if required
- f) determine the elements of care suitable for delivery via telehealth (telephone) for the individual patient
- g) recognise when an in-person or video consultation or other investigations are required to supplement the telehealth assessment and/or diagnosis



Self-appraisal checklist for telephone

Self-reported Level of confidence

Not Confident Confident

DOMAIN 6 Care planning and management

- | | | |
|--|--------------------------|--------------------------|
| a) identify and interpret the evidence for physiotherapy via telehealth (telephone) | <input type="checkbox"/> | <input type="checkbox"/> |
| b) facilitate patient choice in choosing telehealth (telephone or videoconferencing) or face to face consultation | <input type="checkbox"/> | <input type="checkbox"/> |
| c) use the existing evidence base to deliver treatments that have been shown to have equivalence to in person treatment | <input type="checkbox"/> | <input type="checkbox"/> |
| d) critically apply relevant clinical practice guidelines and other best available evidence on telehealth (telephone) care and service delivery, identifying where local modifications may be required | <input type="checkbox"/> | <input type="checkbox"/> |
| e) effectively and safely adapt (if required) and deliver treatment approaches using telehealth (telephone) | <input type="checkbox"/> | <input type="checkbox"/> |
| f) develop a patient centred management plan which considers the digital literacy of the individual and whether a blended approach combining telehealth (telephone or videoconferencing) and in person delivery care is needed | <input type="checkbox"/> | <input type="checkbox"/> |
| g) consider and use as appropriate written and digital resources to enhance information sharing with the patient to increase their knowledge about their condition, management options and prognosis | <input type="checkbox"/> | <input type="checkbox"/> |
| h) adapt (to the patient's environment) and implement relevant outcome measures to monitor treatment progress to guide ongoing telehealth (telephone) management | <input type="checkbox"/> | <input type="checkbox"/> |
| i) adhere to privacy, security legislative requirements when using digital mechanisms to communicate with other health care professionals about a patient | <input type="checkbox"/> | <input type="checkbox"/> |
| j) provide an alternative treatment if the person is not appropriate for care delivered via telehealth (telephone) | <input type="checkbox"/> | <input type="checkbox"/> |





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