

Avant mutual

by doctors for doctors

Medico-legal risks of eHealth

General Practice Education Day

HealthEd – Brisbane 2016

25/10/2016 | v1 | Dr Walid Jammal MBBS FRACGP DCH MHL, Senior Medical Advisor-Advocacy

"You must be dreaming": eHealth innovation or disruption?




Medico-legal risks of eHealth 29/10/2016 2

Imagine....

MedCityNews

HEALTHY

Why a cardiologist started a telemedicine business at Walmart

By STEPHANIE BUCK

InformationWeek

HEALTHY

The Doctor Will See You In Walmart

Retailer rolls out telemedicine services in selected stores that give shoppers access to doctors through videoconferencing technology.

Healthcare IT News

By Bill Swicki | April 13, 2016 | 08:15 AM

Cleveland Clinic and CVS strike deal to deploy American Well telemedicine platform

Cleveland Clinic clinicians will be available for on-demand visits at CVS Health MinuteClinics in Ohio via technology from American Well.

Doctor.


6 wearable technologies doctors need to know about

John Koehn | 14 October, 2016 |

Medico-legal risks of eHealth 29/10/2016 3

Here now: 'uberisation' of medicine

- > 'Access to medical terminations by tele-medicine is particularly important to women living in rural and regional Australia'.
- > 'VideoMedicine connects you with world class, leading health care providers. Our solution protects your privacy and gives you access to over 40+ Specialists'.



Medico-legal risks of eHealth 29/10/2016 4

Benefits and risks...

RISK AHEAD

Telehealth

An Avant insight and discussion paper

Avant seeks member feedback for framework to manage potential telehealth medico-legal risks

By Alan Burt

As a doctor in a rural area, you know that the general public may not have access to specialist services. This is where telehealth can help. However, it's important to be aware of the risks involved. This paper provides a framework to manage these risks.

Dos and don'ts of patient SMS communication

By Kate Gilman, Head of the Medico-legal Advisory Service and Dr Rose Cawston, Senior Medical Advisor, Avant

Apr 19, 2016

Veronica, a 60-year-old patient, has contacted your practice and reported a problem that could be life-threatening. She has the text with her for proof, you provide an initial medical advice and send the practitioner after her for further advice.

Your practice has received several Veronica's messages via SMS (Short Message Service) from a mobile phone in the last 24 hours. The text messages are from a patient who is not a patient of your practice.

The text is: "I've been thinking about my problem and I'm worried it could be life-threatening. I've been thinking about my problem and I'm worried it could be life-threatening. I've been thinking about my problem and I'm worried it could be life-threatening."


Avant Risk IQ factsheet

Recommendations when using SMS messaging

Do not use SMS for critical or time-sensitive information. Do not use SMS for sensitive information. Do not use SMS for confidential information. Do not use SMS for legal advice. Do not use SMS for financial advice. Do not use SMS for medical advice. Do not use SMS for legal advice. Do not use SMS for financial advice. Do not use SMS for medical advice.

Medico-legal risks of eHealth 29/10/2016 5

Let's look at a little example



Medico-legal risks of eHealth 29/10/2016 6

Medical Board of Australia standards 




Doctor's responsibility for

- > Patient selection
- > Informed consent and patient identification
- > Assessment of the patient based on the history, clinical signs and appropriate examination
- > Record keeping
- > Appropriate sharing of the information

- see *Medical Board of Australia Guidelines: Technology-based patient consultations* (2012)

Medico-legal risks of eHealth 23/10/2016 7

Nine issues to note 

1. The **doctor-patient relationship** – professional obligations, Code of Conduct
2. Patient **identification**
3. Patient **selection**
4. **Problem** selection
5. Appropriate **consent** is required
6. **Privacy and security** – Australian Privacy Principles
7. Clinical **risk management** / safety netting
8. Effective communication - **managing expectations**
9. **Documentation** and record keeping

Medico-legal risks of eHealth 23/10/2016 8

Important notices

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9