



Provider Factsheet - Telehealth in the Program

Telehealth services were introduced into the Hearing Services Program (program) from 27 March 2020 to allow alternative service delivery during the COVID-19 pandemic. The program recognises the ongoing importance of telehealth services in achieving timely outcomes and continuity of care for clients.

The [Schedule of Service Items and Fees](#) outlines the service items that can be delivered through telehealth and the program requirements related to each service.

Any service provided via telehealth must be documented on the client record and the client must be informed that a telehealth service is taking place.

Please refer to the [Australian Teleaudiology Guidelines 2022](#) for further information and guidance on providing telehealth services.

Telehealth Services available through the program

Initial Fitting and Refitting

Fitting services can be completed via telehealth if the technology allows and the practitioner is satisfied client outcomes are not compromised. Written consent for device quotes needs to be obtained.

Practitioners should determine how to best program devices via telehealth (e.g. 2cc coupler measurements).

Practitioners should use their clinical judgement to determine whether otoscopy is required at the time of the fitting.

Follow-up of Initial Fitting and Refitting

Follow-up appointments can be completed via telehealth if there are no issues with comfort, sound quality or management (i.e. a successful follow-up is completed).

If the client requires adjustments or there are issues with the fitting, the client will need to attend a face to face appointment, unless the issues can be resolved via remote programming.

Client Review

Practitioners should use their clinical judgement to determine if client reviews can be conducted via telehealth.

The required program activities must be performed and completed. If the client reports deterioration in their hearing ability and requires a hearing screening, the client will need to attend a face to face appointment.

If the client is fitted with devices and requires adjustments the client will need to attend a face to face appointment, unless the client's device enables remote programming.

Device Replacement

Replacement fittings can be completed via telehealth if no changes in the client's ear and hearing health is reported. Replacements must be the same device if still available on the Schedule of Approved Devices.

Lost devices require a correctly completed Statutory Declaration to be provided before the replacement fitting and retained on the client's file.

Damaged devices must be returned to the manufacturer to determine if they are damaged beyond repair (DBR). DBR letters from the manufacturer must be provided before the replacement fitting and retained on the client's file.

Spare Aid

Spare aid fittings can be completed via telehealth if the technology allows and the practitioner is satisfied client outcomes are not compromised. Spare devices must be the same device, or if no longer available, the same device category as the fitted device

Rehabilitation/ Rehab Plus

Rehabilitation service items can be completed via telehealth.

Further Information

Providers must keep detailed and accurate clinical notes on the client file to ensure providers can demonstrate the service requirements were met as outlined in the schedule, including client consent (written), device quotes, maintenance agreements, etc.

Program requirements are monitored in accordance with the program's [Compliance Monitoring and Support Framework](#). Claiming is routinely checked through audits and claim reviews. Providers will be required to reimburse the Commonwealth and/or refund the client if services do not comply with program requirements.