

# AVA Orthopaedics – Telehealth Consent Policy

Last updated April 2<sup>nd</sup> 2026

At **AVA Orthopaedics**, we understand that injury brings uncertainty — and that your information matters. This policy outlines how we collect, use and protect your personal and health information as part of your telehealth care.

## Introduction

AVA Orthopaedics is committed to protecting your privacy and maintaining the confidentiality of your personal and health information.

This policy explains:

- **What information we collect**  
The personal, clinical, and supporting information required to assess your injury and guide your care
- **How we use, store, and protect your information**  
How your information supports clinical decision-making, communication, and service delivery, and how it is securely stored within Australian-based systems
- **Telehealth care and its limitations**  
How telehealth consultations are conducted, when they are appropriate, and when in-person care may be required
- **Who we may share your information with**  
The healthcare providers, imaging services, and organisations involved in your care, as well as secure technology providers supporting our systems
- **Use of technology, including AI-assisted documentation**  
How secure AI tools may be used to support clinical documentation, with all outputs reviewed and decisions made by your treating practitioner
- **Clinical responsibility and regulatory standards**  
The role of your treating practitioner, and how care is delivered in line with AHPRA guidelines and Australian healthcare standards
- **Your rights and responsibilities**  
Your rights to access and correct your information, and your responsibility to provide accurate, complete information to support safe and effective care

## Purpose

To ensure you understand — and consent to — how your information is used to deliver safe, effective telehealth orthopaedic care.

## Scope

This applies to all patients accessing AVA Orthopaedics telehealth services within Australia.

## Information We Collect

We collect only what is required to assess your injury and guide your care:

### Personal Information

- Name, date of birth, contact details, Medicare details

### Clinical Information

- Injury details, symptoms, medical history
- Imaging and reports (X-ray, CT, MRI)
- Medications, allergies, prior treatment

### Supporting Information

- Referrer details or treating team input
- Consultation records and correspondence

### Technical & Usage Data

- Telehealth platform interactions
- Communication records

## How We Collect Information

Information may be collected via:

- Your intake forms and consultations
- Imaging providers, hospitals, or referrers
- Members of your treating team

## How We Use Your Information

Your information is used to:

- Assess your injury and provide clear orthopaedic direction
- Interpret imaging and develop a management plan
- Communicate with you and your treating team

- Meet clinical, legal and regulatory requirements
- Improve service quality and patient experience

## Disclosure of Information

Your personal and health information may be shared where necessary to support your care and the operation of our service.

This may include:

### Treating practitioners involved in your care

By providing details of your GP or other healthcare providers, you consent to us sharing relevant clinical information, including a summary of your consultation, to support your ongoing care.

### Imaging providers and referral partners

If we arrange imaging or refer you to another provider, you consent to us sharing relevant personal and clinical information required for your assessment and treatment.

### Medicare and regulatory bodies

Where applicable, by proceeding with a consultation and/or submitting a Medicare or third-party claim, you consent to us providing necessary personal and service information (including date of service and treating practitioner) to these organisations.

### Secure IT and service providers

We use secure, trusted technology providers to support our systems (including medical records, telehealth, and communication platforms). These providers may have access to information strictly for the purpose of delivering and maintaining our services and are required to comply with Australian privacy and security standards.

## Clinical Responsibility

Your consultation is provided by an **AHPRA-registered practitioner**.

AVA Orthopaedics facilitates access to specialist orthopaedic care — however:

- Clinical decisions are made by your treating practitioner/s
- Your care relationship is directly with that practitioner/s

## Regulatory Compliance (AHPRA & Australian Standards)

AVA Orthopaedics delivers telehealth services in accordance with the standards and guidelines set by the Australian Health Practitioner Regulation Agency and the National Boards governing registered health practitioners.

All consultations are conducted by **AHPRA-registered practitioners** who:

- Practise within their scope and clinical competence
- Maintain professional indemnity insurance
- Comply with AHPRA telehealth guidelines
- Provide patient-centred, culturally safe, evidence-based care

In line with these requirements:

- Your identity will be **verified at the start of the consultation**
- **Informed consent** for telehealth will be obtained and documented
- The practitioner will determine whether telehealth is **clinically appropriate**
- You will be directed to **in-person care** where required

AVA Orthopaedics also complies with:

- The Privacy Act 1988 and Australian Privacy Principles
- Medicare telehealth requirements
- Secure handling and storage of health information in Australia

## Appropriateness of Telehealth

Telehealth is suitable for **selected injuries only**.

If your condition requires:

- Physical examination
- Urgent or emergency care

You will be directed to an appropriate in-person service.

## Patient Responsibilities

To ensure safe and accurate care, you agree to:

- Provide complete and accurate information

- Share all relevant imaging and history
- Inform us of any changes in your condition

Clear input enables clear direction.

## Medications & Treatment

Treatment recommendations are based on clinical judgement.

Please note:

- Not all medications are appropriate via telehealth
- Restricted medications will not be prescribed
- Follow-up may be required

## Imaging & Results

Where imaging is involved:

- Results may require follow-up consultation
- You may be contacted to review findings and next steps

## Medicare

Where applicable, you consent to Medicare billing for services provided.

## Data Security

Your information is stored securely in Australia using:

- Encrypted systems
- Controlled access
- Secure clinical platforms

We comply with Australian privacy and data protection requirements.

## Access & Correction

You may request access to or correction of your information at any time.

*(There may be a fee to provide copies of your health record.)*

## Consent

By proceeding with your consultation, you confirm that:

- You have read and understood this policy
- You consent to the collection and use of your information
- You understand the scope and limitations of telehealth care
- You have indicated your consent on your onboarding forms

## AVA Orthopaedics - Use of AI-Assisted Documentation (AI Scribe)

To support accuracy, efficiency, and clinical documentation, practitioners at AVA Orthopaedics may use **secure AI-assisted tools** (including transcription and documentation support) during your consultation.

These tools are used to:

- Generate clinical notes and summaries
- Support accurate capture of your history and management plan
- Reduce administrative burden, allowing greater focus on your care

All AI-assisted processes are implemented with strict safeguards:

- Information is handled in accordance with Australian privacy laws and the Privacy Act 1988
- AI outputs are **reviewed and verified by your treating practitioner**
- AI tools do **not make clinical decisions** — all decisions remain the responsibility of your practitioner

## In Practice

AI supports the consultation — it does not replace it.  
Your care remains clinician-led, with technology used to enhance clarity, accuracy, and efficiency.

## Patient Awareness and Consent

Prior to proceeding with your consultation, you will need to acknowledge and consent to:

- The use of AI-assisted documentation tools as part of your care
- Your information being processed securely for this purpose

If you prefer not to have AI-assisted documentation used during your consultation, please notify us prior to your appointment.