

Roles and Responsibilities

Role of ACI

- Assist with telehealth implementation, attend site visits, and provide coaching and support.
- Liaise with Health Direct about and troubleshoot technical issues.
- Provide implementation site with a tool kit of pain specific resources to assist with telehealth implementation.
- Oversee evaluation of the project
- Modify the final Chronic Pain Telehealth Model, according to pilot site feedback for publication.

Role of Site

- Commit to trialing the video system and offering the service for 6 months.
- Agree to let members of the ACI project team and Healthdirect Australia attend site visits.
- Commit to telehealth as a modality that is consistent with the local implementation of the NSW pain plan.
- Agree to collect data for each telehealth consultation and participate in evaluation of the ACI Chronic Pain Telehealth Model, and share the results with the ACI and Ministry of Health.
- Provide feedback on the toolkit facilitating use by other sites