

ARHG COVID-19

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To: ARHG Accred Assoc <arhgaccredassoc@arhg.com.au>; CMA <admin@cma.asn.au>

Good Afternoon

From everyone at ARHG we hope you and your staff are all well.

Can you please advise ARHG with an update on what advice you have communicated to your members and what your providers are doing in terms of continuing to practice or have chosen to close down? If not, what extra measures have been put in place to ensure they are compliant with current recommendations from the Department of Health in regards to Hygiene, Safe Practices and Social Distancing to prevent further spread of COVID-19.

We would also like to take this opportunity to advise you with ARHG's position on the following issues moving forward:

- The alternative therapy delivery platform is unaffected by the current crisis, notwithstanding service interruptions beyond our control. The service was established to facilitate online deployment from inception and we confirm a 'business as usual' status in terms of ARHG's capacity to deliver the service to both Health Funds and Associations.
- as previously advised, ARHG has requested the Associations to track expiring first aid qualifications on a monthly basis and have applied a 3-month moratorium on renewals of this qualification. This qualification requires face-to-face training which is unable to be delivered at this point.
- ARHG would also advise Associations that for providers to remain compliant, they will still be expected to update their Professional Indemnity and Public Liability Insurance. If under current circumstances the provider has chosen to close down for the time being due to COVID-19 and therefore fall on financial hardship and are not able to renew their insurance, they will become suspended until such time as their insurance has been renewed and they are compliant. (providing they have maintained their association membership). It is very important that your members are aware that if for any reason they allow their association membership to lapse during this time (or at any time) they may be made to upgrade their qualification to be relisted with ARHG if they do **not** hold a HLT qualification to meet accreditation requirements with ARHG.
- due to a large majority of the colleges closing down and moving towards an online service during this time ARHG will accept modified learning requirements from our current criteria which is (*excluding Clinical Training*) of at least 50% of the remaining total course units must be delivered to students physically on campus by the educational providers trained and qualified staff in face to face mode. **Only during the current COVID-19 crisis** ARHG will accept more than the 50% to be delivered via online, however qualifications will not be accepted by ARHG if they do not complete their clinical training on campus before they graduate.
- ARHG will not be supporting delivery of any telehealth services or consultations in the alternative therapy space (Acupuncture, Chinese Herbal Medicine, Massage Therapy, Myotherapy and

Remedial Therapy).

- ARHG do however support the delivery of telehealth services and consultations for Nutrition and Counselling services. While ARHG do support this, it is an individual Health Fund choice and it is recommended that providers or clients contact the Health Fund directly to confirm if these services will be accepted for rebates.
- We ask that you continue to keep ARHG updated so we can communicate this with our Funds and we will continue to provide you updates of feedback we may receive from the Health Funds as they come to hand.

If you have any further queries, please do not hesitate me.

Kind regards,

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