

Position statement - the provision of remote/virtual health care services and hybrid models of care

September 2026

Background

1. Te Poari Ringa Hangarau Iraruke | The Medical Radiation Technologists Board (the Board) is responsible for protecting the health and safety of New Zealanders by ensuring practitioners registered in the profession of medical imaging and radiation technology, which includes medical imaging and radiation therapy, are competent and fit to practise.

Purpose and scope

2. The intent of this document is to clarify the Board's position on remote and/or hybrid working models in the delivery of healthcare services. The scope of this document applies to medical imaging and radiation therapy practitioners who engage in remote and/or hybrid service delivery across clinical, educational, and consultative roles. It includes the delivery of synchronous and asynchronous services: activities that occur either in real-time response or as part of an information exchange process.
3. Medical imaging and radiation therapy practitioners providing remote and/or hybrid care services to New Zealand-based consumers of healthcare services are required to be registered and hold a current practising certificate with the Board. Services provided must be in accordance with the Competence standards for Medical Imaging and Radiation Therapy practitioners (2024), the Code of Health and Disability Service Consumers rights, and applicable New Zealand legislation and guidance.

Definitions

Practice: The Board defines practice as any role, whether paid or unpaid, in which a registered practitioner uses their professional knowledge and skills. Practice is not restricted to the provision of direct clinical care and may occur in hospitals, clinics, community, and/or institutional contexts. Practice includes using professional knowledge when working in teaching, research, health management or any other role that impacts on the safe and effective delivery of medical imaging and radiation therapy services as defined in the Board's practising certificate policy.

Remote/virtual care: Healthcare provided using digital technology, where participants may be separated by time and/or distance. It is a broad term for healthcare services delivered by practitioners to consumers of health care services through digital communication channels such as video calls, phone consultations, online messaging, or similar methods. It can include telehealth (phone or video-enabled consultation), tele-education, teletherapy, tele-imaging and telemonitoring. It may also involve practitioners using technology remotely to deliver services to consumers of healthcare services in different locations. It does not refer to the use of technology such as transcription tools or automated predictive applications used during face-to-face appointments.

Hybrid healthcare: The delivery of health services that merge in-person with remote practitioner involvement. This type of delivery integrates the use of interactive technology operated in person or remotely, with remote or in-person interaction with the patient. Hybrid healthcare services can include consumer engagement, monitoring, operational use of imaging technology, image review, and/or communication. The provision of hybrid care relies on connected digital platforms and embedded healthcare teams.

Diagnostic ultrasound: A comprehensive medical imaging examination performed by a sonographer that assesses anatomy and provides detailed information about organs, tissues, and/or blood flow that enables identification of relevant features for diagnosis and/or further treatment.

Guiding principles

4. These guiding principles underpin the Board's position and ensure remote and/or hybrid working models of care uphold the Board's competence standards in practice.

Regulatory requirements

5. Practitioners providing healthcare services into Aotearoa New Zealand from overseas must be registered with the MRTB in Aotearoa New Zealand, hold a current practising certificate and comply with all professional and cultural competence standards for practitioners. Practitioners providing imaging services to people located outside of Aotearoa New Zealand must ensure they meet the requirements set by the country where the person receiving the services is located.

Person-centred care

6. Remote and/or hybrid services will maintain the same standard of care, respect, and responsiveness as in-person interactions, within the limitations imposed by the remote and/or hybrid modality¹. People receiving care have the right to know in advance that the practitioner providing the service is located outside of the clinical environment and to be fully informed of the alternative options available if they choose not to receive the service in this way.

Safety

7. Safety remains a priority for services provided in a remote or hybrid manner. Services should not be provided where remote or hybrid services would compromise the safety, diagnostic quality, informed consent or practitioner control of the service. Services must be provided in accordance with the Radiation Safety Act 2016 and other relevant national and local safety requirements. Additional consideration must be given where the administration of contrast is involved to ensure competent staff are available for this to be performed safely.

Equity of access

8. Remote and hybrid models of care will work to reduce barriers, not create disparities - especially for rural, Māori, and underserved populations. The practitioner will work to ensure all consumers of services are provided with equal opportunities to access, engage with, and complete healthcare services.

Professional integrity

9. Practitioners providing remote and/or hybrid services are expected to operate within the current scope of practice, the competence standards for practice and the Code of Ethical Conduct for practitioners in Aotearoa New Zealand. Practitioners will ensure

¹ Medical Council of New Zealand, 2023

transparency, confidentiality, and accountability regardless of the mode of service delivery. They will align all audit and quality assurance arrangements with the method/s of healthcare service delivery.

Cultural safety

10. Remote interactions will be culturally safe and uphold obligations under Te Tiriti o Waitangi. Services must be delivered in accordance with the Board's cultural competence policy (2018) and code of ethical conduct (2019). Consideration will be given how data sovereignty may be maintained by ensuring data is collected, managed, accessed, and used in ways that upholds control, governance, and decision-making in culturally appropriate ways.

Data security

11. Practitioners will ensure they are informed of how the information they handle is collected, stored, and communicated. They will work to ensure the person having the procedure is informed about how their information is used and managed. Practitioners will ensure the protection of personal information in accordance with the Privacy Act (2020) and Health Information Privacy Code (2020), working to maintain the protections in place for the care and security of information when transferred.

Evidence-informed practice

12. Remote and hybrid models will be supported by research and best practice guidelines and be delivered to the same standard as in-person services. In alignment with the guiding principles in this statement, practitioners will consider information collected within their practice to inform clinical studies and service development. They will work collaboratively to translate knowledge into practice and contribute evidence for improved health outcomes.

Collaborative practice

13. Remote and/or hybrid work will facilitate, not hinder, collaboration and communication. Practitioners will work with other health providers to provide effective remote and/or hybrid services, enabling models of practice that make the most of their skillset and ensure improved health outcomes.

Position of the Medical Radiation Technologist Board

14. The Board supports the use of remote or hybrid models of care by practitioners where they adhere to these guiding principles, relevant legislation and professional standards. Remote and hybrid care has become an integral part of healthcare in the Aotearoa New Zealand health system. The Board endorses the use of remote and/or hybrid care where:
 - a. It increases access to and choice of health care services for users of healthcare services.
 - b. It creates the opportunity to provide better care to people in a timely manner, enabling faster diagnosis, treatment and/or monitoring.
 - c. It enables the provision of services to those in geographically isolated locations and facilitates efficient, faster information transfer.

15. Despite advances in access and availability of imaging services, emerging research on the development of technology and imaging indicates a growing trend of increasing use of services, thereby creating further dependence on a skilled workforce. The Board's position regards virtual and hybrid models of care as a tool to enable skill building and optimisation for the workforce and as one method to facilitate meeting increased demand for services.

Considerations for practice

16. When using remote or hybrid models of care, practitioners must ensure they are practising within the Board's competence standards, policies and workplace guidance. Practitioners who are involved in remote or hybrid imaging must ensure that they have the required education and competence to perform the role safely and effectively.
17. Practitioners operating in a remote or hybrid environment are expected to provide the same level of service as those providing in-person care. This includes adhering to staffing provision requirements for safe practice.
18. Remote and/or hybrid practice is supported by the Board for all modalities and includes appropriate pre- and post-procedure activities such as pre-screening, planning, analysis and completion of documentation. The Board's position on imaging and treatment delivery for each scope is summarised below.

Scope	Board requirement for imaging and treatment
Medical Imaging Technologist (MIT)	A Medical Imaging Technologist must be present in person during imaging.
Radiation Therapist (RT)	A Radiation Therapist must be present in person for simulation and treatment delivery.
Nuclear Medicine Technologist (NMT)	A Nuclear Medicine Technologist must be present in person for radiopharmaceutical preparation, administration and imaging.
Sonographer - all disciplines (Son)	A Sonographer must be present in person during diagnostic imaging. Point of care ultrasound (POCUS) may be performed remotely.
Magnetic Resonance Imaging Technologist (MRIT)	A Magnetic Resonance Imaging Technologist must always perform the examination. An MRI safety trained practitioner must be present in person during preparation and imaging. An MRI safety trained practitioner is: - A Magnetic Resonance Imaging Technologist (MRIT) OR - A Medical Imaging Technologist (MIT) who has completed a Board-approved MRI safety education endorsement.

Table 1: Summary of requirements for remote or hybrid medical imaging or radiation therapy.

Further information and references

Office of the Privacy Commissioner. (2020a). [Health Information Privacy Code](#).
New Zealand Government. (2020b). [Privacy Act 2020](#) (31).

New Zealand Medical Radiation Technologists Board. (2018). [Cultural Competence Policy \(2018\)](#). New Zealand Medical Radiation Technologists Board.

New Zealand Medical Radiation Technologists Board. (2019). [Code of Ethical Conduct for Medical Imaging and Radiation Therapy Practitioners in Aotearoa New Zealand](#).

New Zealand Medical Radiation Technologists Board. (2024). [Competence Standards for Medical Imaging and Radiation Therapy Practitioners in Aotearoa New Zealand](#).

RANZCR: [RANZCR Position Statement on International Clinical Teleradiology](#)

Te Whatu Ora: [Aotearoa New Zealand Radiation Oncology Telehealth and Remote Working Guidance](#).

HCPC: [HCPC UK - High level principles for good practice in remote consultations and prescribing](#)

AHPRA: [Information for practitioners who provide virtual care](#)

Telehealth Forum and Resource Centre: <https://www.telehealth.org.nz/health-provider/what-is-telehealth/>

Statement title	Position statement: The Provision of Remote / Virtual Health Care Services, including Hybrid Models of Care
Reference number	202609 Remote-Virtual Statement-v1
Scope	This position statement applies to practitioners registered with Te Poari Ringa Hangarau Iraruke Medical Radiation Technologists Board (the Board).

Associated documents	File name
Competence standards for Medical Imaging and Radiation Therapy Practitioners in Aotearoa New Zealand (2024)	https://www.mrtboard.org.nz/assets_mrtb/Uploads/2024-Sep-Competence-Standards.pdf
Code of ethics (2019)	2019-Dec-Code-of-Ethical-Conduct-Policy.pdf

Revision schedule			
Version number	Version date	Approved by	Next review
One	August 2026	MRTB	August 2029