TELEMEDICINE SUPPORT SERVICES PROGRAM v1.0

CORE SECTION I: BUSINESS REQUIREMENTS
CORE 1.1: Business Authorization
CORE 1.2: Scope of Services
CORE 1.3: Organizational Capacity
CORE 1.4: Written Agreements
CORE 1.5: Delegation Policy
CORE 1.6: Telemedicine Technology

CORE SECTION II: PROFESSIONAL OVERSIGHT
CORE 2.1: Provider Credentials
CORE 2.2: Clinical Director Requirements
CORE 2.3: Technical Director Requirements
CORE 2.4: Personnel Education and Training

CORE SECTION III: QUALITY & PATIENT SAFETY
CORE 3.1: Quality Management Program
CORE 3.2: Patient and Provider Identification
CORE 3.3: Patient Consent
CORE 3.4: Patient Safety Protocols
CORE 3.5: Equipment Safety and Maintenance
CORE 3.6: Complaints and Appeals

CORE SECTION IV: CLINICAL WORKFLOWS
CORE 4.1: Clinical Service Lines
CORE 4.2: Patient Clinical History
CORE 4.3: Clinical Triage
CORE 4.4: Infection Prevention
CORE 4.5: E-Prescribing

CORE SECTION V: RISK MANAGEMENT
CORE 5.1: Regulatory Compliance Monitoring
CORE 5.2: Facilities
CORE 5.3: PHI Privacy and Security
CORE 5.4: Emergency Management
CORE 5.5: Disclosure: Patient Billing, Insurance Coverage, and Fees
CORE 5.6: Commercial Disclosures

MODULE 1: CONSUMER-TO PROVIDER (C2P)
CP 1: Program Goals
CP 2: Provider and Personnel Service Line Capacity
CP 3: Clinical Procedures
CP 4: End User Technology Proficiency
CP 5: Patient-Provider Relationship
CP 6: Continuity of Care and Medical Record Documentation
CP 7: Patient-Initiated Encounters
CP 8: Patient Health Information and Education
CP 9: Telemedicine Outcomes

MODULE 2: PROVIDER-TO-CONSUMER (P2C)
PC 1: Program Goals
PC 2: Provider and Personnel Service Line Capacity
PC 3: Clinical Procedures
PC 4: End User Technology Proficiency
PC 5: Provider-Patient Relationship
PC 6: Continuity of Care and Medical Record Documentation
PC 7: Patient Populations Served
PC 8: Telemedicine Outcomes

Copyright © 2020 by URAC. All rights reserved. Permission is hereby granted for reproduction for internal distribution by URAC-accredited companies or applicants. Other reproduction by any means in whole or part without written permission is strictly prohibited.
MODULE 3: PROVIDER-TO-PROVIDER (P2P)
PP 1: Program Goals
PP 2: Provider and Personnel Service Line Capacity
PP 3: Clinical Procedures
PP 4: End User Technology Proficiency
PP 5: Provider-Patient Relationship
PP 6: Continuity of Care
PP 7: Patient Populations Served
PP 8: Telemedicine Outcomes