

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

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