Telemedicine Support Services Certification v2.0

RISK MANAGEMENT
RM 1: Regulatory Compliance and Internal Controls
 RM 1-1: Regulatory Compliance
RM 2: Regulatory Compliance
 RM 2-1: Regulatory Compliance
RM 3: Information Systems
 RM 3-1: Information Systems Management
 RM 3-2: Systems Risk Assessment
RM 4: Business Continuity
 RM 4-1: Business Continuity Plan

OPERATIONS AND INFRASTRUCTURE
OPIN 1: Business Management
 OPIN 1-1: Policy and Process Maintenance
 OPIN 1-2: Delegation Management
OPIN 2: Staff Management
 OPIN 2-1: Clinical Staff Credentialing
 OPIN 2-2: Employment Screening
 OPIN 2-3: Staff Training Programs
 OPIN 2-4: Code of Ethical Conduct
 OPIN 2-5: Employee Diversity, Equity and Inclusion
OPIN 3: Clinical Leadership
 OPIN 3-1: Clinical Staff Leadership

PERFORMANCE MONITORING AND IMPROVEMENT
PMI 1: Quality Management Scope
 PMI 1-1: Quality Structure
PMI 2: Quality Data Collection and Evaluation
 PMI 2-1: Data Collection and Evaluation

CONSUMER PROTECTION AND EMPOWERMENT
CPE 1: Protection of Consumer Information
 CPE 1-1: Privacy and Security of Consumer Information
CPE 2: Consumer Safeguards and Communication
 CPE 2-1: Consumer Diversity, Equity and Inclusion
 CPE 2-2: Consumer Safety Protocols
 CPE 2-3: Consumer Complaint Process
 CPE 2-4: Health Literacy Promotion
 CPE 2-5: Consumer Marketing Safeguards

SUPPORT SERVICES OPERATIONAL REQUIREMENTS
TSS-OPS 1: Organizational Capacity
 TSS-OPS 1-1: Capacity
TSS-OPS 2: Commercial Disclosures
 TSS-OPS 2-1: Commercial Disclosures

MODULE I: TECHNICAL SUPPORT
TSS-TS 1: Scope of Services
 TSS-TS 1-1: Scope of Services
TSS-TS 2: Technical Director
 TSS-TS 2-1: Technical Director Requirements
TSS-TS 3: Telehealth Technology
 TSS-TS 3-1: Technology Assessment
TSS-TS 4: Equipment Safety and Maintenance
 TSS-TS 4-1: Equipment Safety and Maintenance
TSS-TS 5: User Technology Proficiency
 TSS-TS 5-1: Technology Proficiency
TSS-TS 6: Information Protection
 TSS-TS 6-1: Information Systems Risk Assessment and
  Reduction

MODULE II: CLINICAL SUPPORT

TSS-CS 1: Scope of Services
  TSS-CS 1-1: Scope of Services
TSS-CS 2: Clinical Practice Guidelines
  TSS-CS 2-1: Guideline Development
TSS-CS 3: Consumer Safety
  TSS-CS 3-1: Consumer Safety Protocols
TSS-CS 4: Patient-Provider Relationship
  TSS-CS 4-1: Patient-Provider Relationship
TSS-CS 5: Patient Consent
  TSS-CS 5-1: Consent
TSS-CS 6: Patient Safety Protocols
  TSS-CS 6-1: Patient Safety Protocols Inclusions
TSS-CS 7: Clinical Triage
  TSS-CS 7-1: Triage
TSS-CS 8: Continuity of Care and Medical Record Documentation
  TSS-CS 8-1: Documentation and Continuity of Care
TSS-CS 9: Patient-Initiated Encounters
  TSS-CS 9-1: Patient-Initiated Encounters
TSS-CS 10: Patient Health Information and Education
  TSS-CS 10-1: Information and Education

MODULE III: TELEHEALTH PRACTICE EDUCATION

TSS-TPE 1: Scope of Services
  TSS-TPE 1-1: Scope of Services
TSS-TPE 2: Curriculum Development
  TSS-TPE 2-1: Implementation Plan
  TSS-TPE 2-2: Process to Assure Evidence-Based Content
  TSS-TPE 2-3: Curriculum Development Contributor
      Qualifications
TSS-TPE 3: Curriculum Content on Regulatory Compliance
  TSS-TPE 3-1: Compliance Inclusions
TSS-TPE 4: Curriculum Content on Patient Encounters
  TSS-TPE 4-1: Patient Encounter Inclusions
TSS-TPE 5: Curriculum Content on Operations and
      Infrastructure
  TSS-TPE 5-1: Operations and Infrastructure Inclusions
TSS-TPE 6: Competencies
  TSS-TPE 6-1: Evaluation of Learning and Objectives