Telehealth International Accreditation v2.0

RISK MANAGEMENT

- T-RM 1: Regulatory Compliance Monitoring
  - T-RM 1-1: Regulatory Compliance
- T-RM 2: Emergency Management
  - T-RM 2-1: Business Continuity
- T-RM 3: Risk Management
  - T-RM 3-1: Information Systems Risk Assessment and Reduction

OPERATIONS AND INFRASTRUCTURE

- T-OPIN 1: Written Agreements
  - T-OPIN 1-1: Written Agreements
- T-OPIN 2: Delegation
  - T-OPIN 2-1: Delegation Management
- T-OPIN 3: Personnel Education and Training
  - T-OPIN 3-1: Education and Training

CONSUMER PROTECTION AND EMPOWERMENT

- T-CPE 1: Privacy and Security of Personal Health Information
  - T-CPE 1-1: Privacy and Security of Information
- T-CPE 2: Provider Credentialing
  - T-CPE 2-1: Credentialing and Re-Credentialing
- T-CPE 3: Clinical Director Requirements
  - T-CPE 3-1: Clinical Director Requirements
- T-CPE 4: Technical Director Requirements
  - T-CPE 4-1: Technical Director Requirements
- T-CPE 5: Complaints
  - T-CPE 5-1: Complaints Process

PERFORMANCE MONITORING AND IMPROVEMENT

- T-PMI 1: Quality Management Program
  - PMI 1-1: Quality Management Program

TELEHEALTH OPERATIONS

- T-OPS 1: Business Authorization
  - T-OPS 1-1: Business Authorization
- T-OPS 2: Scope of Services
  - T-OPS 2-1: Scope of Services
- T-OPS 3: Organizational Capacity
  - T-OPS 3-1: Capacity
- T-OPS 4: Site Assessment
  - T-OPS 4-1: Site Assessment
- T-OPS 5: Telehealth Technology
  - T-OPS 5-1: Technology
- T-OPS 6: Equipment Safety and Maintenance
  - T-OPS 6-1: Equipment Safety and Maintenance
- T-OPS 7: E-Prescribing
  - T-OPS 7-1: E-Prescribing

PATIENT ENCOUNTERS

- T-PE 1: Patient and Provider Identification
  - T-PE 1-1: Patient and Provider Information
- T-PE 2: Patient Consent
  - T-PE 2-1: Consent
- T-PE 3: Patient Billing, Third Party Coverage, and Fees Disclosures
  - T-PE 3-1: Financial Disclosures
- T-PE 4: Commercial Disclosures
  - T-PE 4-1: Commercial Disclosures

CLINICAL CARE

- T-CC 1: Clinical Practice Guideline Development
  - T-CC 1-1: Guideline Development
- T-CC 2: Clinical Practice Guideline Inclusions
  - T-CC 2-1: Guideline Inclusions
- T-CC 3: Patient Safety Protocols
  - T-CC 3-1: Patient Safety Protocols
- T-CC 4: Infection Prevention
  - T-CC 4-1: Infection Prevention
- T-CC 5: Clinical Triage
  - T-CC 5-1: Triage
- T-CC 6: Patient Clinical History
  - T-CC 6-1: Clinical History

REPORTING PERFORMANCE MEASURES TO URAC

- RPT 1: Reporting Performance Measures to URAC
  - RPT 1-1: Reporting Performance Measures to URAC

MODULE: CONSUMER-TO-PROVIDER

- T-C2P 1: Program Goals
  - T-C2P 1-1: Program Goals
- T-C2P 2: User Technology Proficiency
  - T-C2P 2-1: Technology Proficiency
- T-C2P 3: Patient-Provider Relationship
  - T-C2P 3-1: Patient-Provider Relationship
- T-C2P 4: Continuity of Care and Medical Record Documentation
  - T-C2P 4-1: Documentation and Continuity of Care
- T-C2P 5: Patient-Initiated Encounters
  - T-C2P 5-1: Patient-Initiated Encounters
- T-C2P 6: Patient Health Information and Education
  - T-C2P 6-1: Information and Education
- T-C2P 7: Program Evaluation
  - T-C2P 7-1: Program Evaluation

MODULE: PROVIDER-TO-CONSUMER

- T-P2C 1: Program Goals
  - T-P2C 1-1: Program Goals
- T-P2C 2: User Technology Proficiency
  - T-P2C 2-1: Technology Proficiency
- T-P2C 3: Patient-Provider Relationship
  - T-P2C 3-1: Patient-Provider Relationship
- T-P2C 4: Continuity of Care and Medical Record Documentation
  - T-P2C 4-1: Documentation and Continuity of Care
- T-P2C 5: Program Evaluation
  - T-P2C 5-1: Program Evaluation

MODULE: PROVIDER-TO-PROVIDER

- T-P2P 1: Program Goals
  - T-P2P 1-1: Program Goals
- T-P2P 2: User Technology Proficiency
  - T-P2P 2-1: Technology Proficiencies
- T-P2P 3: Patient-Provider Relationship
  - T-P2P 3-1: Patient-Provider Relationship
- T-P2P 4: Continuity of Care and Medical Record Documentation
  - T-P2P 4-1: Documentation and Continuity of Care
- T-P2P 5: Program Evaluation
  - T-P2P 5-1: Program Evaluation

Re: New Regulatory Compliance Standard

Dear URAC Prospects and Clients,

As the nation's leading health care accreditor, URAC values patient care and safety first. When we discover an improvement opportunity that could enhance patient safety within our standards, we work quickly to incorporate the additional knowledge into our programs.

Therefore, URAC has introducing a new regulatory compliance Standard. Effective immediately, this new Standard will apply to all current, non-deemed applications, accreditations and certifications. Although we expect immediate compliance with this Standard, we will not be asking for any additional documentation at this time. As new versions of programs are released, this Standard will be built into the program requirements and documentation will be submitted on Desktop.

Attached you will find the Standard language (see Attachment A). As a requirement of this Standard, organizations must remain in good standing with any issuing body/agency for all permits, licenses, registrations and/or charters held by the organization. If at any time during the accreditation or certification cycle this Standard is identified as "Not Met," the finding(s) will be presented to the Accreditation Committee for review and final determination of status.

If you have any further questions, please reach out to Product Development Department at productdevelopment@urac.org.

Sincerely,
Jenn Richards, PharmD, JD, CSP
Product Development Principal
Email: productdevelopment@urac.org

Attachment A: URAC's New Regulatory Compliance Standard

Standard: Regulatory Compliance

The organization maintains compliance with applicable jurisdictional laws and regulations.

Regulatory Compliance

The organization:

a. Maintains compliance with applicable laws, regulations and requirements from any relevant jurisdictions