



The University of New Mexico
HEALTH SCIENCES CENTER

UNM HSC Center for Telehealth(CfTH) - Guidelines

UNM HSC Provider Responsibilities

1. *General Responsibilities*

- 1.1. UNM HSC providers will follow all applicable UNM HSC policies and procedures, regulatory and clinical standards while providing telehealth services.
- 1.2. The UNM HSC provider will communicate the need for special peripherals or room arrangements to CfTH staff prior to the telehealth session.
- 1.3. If the UNM HSC provider is facilitating the telehealth session without the assistance of CfTH, it is the responsibility of the UNM HSC provider to report the activity on the CfTH log sheet which is kept in the telehealth room.
- 1.4. The UNM HSC provider ensures the comfort and safety of patient.
- 1.5. The UNM HSC provider ensures the privacy and confidentiality of the patient while providing telehealth services.
- 1.6. The UNM HSC provider will implement a “read back” process to verify orders transmitted via the telehealth system.

2. *Appropriateness of Services Provided*

- 2.1. It is the responsibility of the UNM HSC provider to determine if interactive video is an appropriate means for providing the services required.
- 2.2. The UNM HSC provider is responsible for the quality of the advice he or she provides, and should specify the conditions under which the advice is valid.

3. *Quality of Connection*

- 3.1. The UNM HSC provider will determine if the connection is of sufficient quality to diagnose, evaluate, or treat the patient appropriately.
- 3.2. The UNM HSC provider will determine if the connection is of sufficient quality to adequately convey necessary information to the patient and/or referring health care provider.

4. *Protocol Development*

- 4.1. The development of application specific protocols is the responsibility of the UNM HSC departments and/or providers utilizing telehealth technologies.

4.2. UNM HSC departments or providers utilizing telehealth technologies will designate a telehealth coordinator to work with the CfTH to develop application specific protocols that comply with all CfTH guidelines.

5. *Documentation*

5.1. UNM HSC providers will document telehealth encounters and process the resulting records in accordance with UNM HSC policies, CfTH guidelines, and standard clinic practices.

PROCEDURE

1. *UNM HSC Providing Direct Care to UNM HSC patients*

1.1. The ultimate responsibility for the patient and action taken as the result of the telehealth consultation remains with the UNM HSC provider regardless of where the patient is located.

1.1.1. Care must be taken to ensure that services are provided in an environment that can guarantee the safety, privacy and confidentiality of the patient.

1.2. The UNM HSC provider identifies suitable patients to receive telehealth services

1.3. The UNM HSC provider briefs patients as the expectation(s) of the telehealth services

1.4. The UNM HSC provider obtains the telehealth consent.

1.5. The UNM HSC provider provides the patient with the UNM HSC Notice of Privacy Practice and obtains the Receipt of UNM HSC Privacy Notice if not previously obtained.

1.6. The telehealth consent and the Receipt of Privacy Notice are placed in the UNM HSC medical record.

2. *UNM HSC Providing Direct Care to non-UNM HSC Patients under Contract to an Outside Organization*

2.1. The ultimate responsibility for the patient and action taken as the result of the telehealth consultation remains with the UNM HSC provider regardless of where the patient is located.

2.1.1. Care must be taken to ensure that services are provided in an environment that can guarantee the safety, privacy and confidentiality of the patient.

2.2. The UNM HSC provider is responsible for reviewing clinical documentation provided by the outside agency prior to the interactive session.

3. *UNM HSC Providing Teleconsultation*

3.1. The ultimate responsibility for the patient and action taken as the result of the telehealth consultation remains with the referring provider at the originating site.

3.1.1. The referring provider must have license to assume full responsibility for the patient and be able to interpret/implement the results of the telehealth consultation. This is to include the provision of prescriptions, ordering of tests, or making arrangements for further consultations or surgical intervention as may be the case.

3.2. Provider-to-Provider

3.2.1. The UNM HSC provider is responsible for reviewing clinical documentation provided by the originating site prior to the interactive session.

3.3. Provider- to-Patient

3.3.1. All provider-to-patient teleconsultations should be considered equivalent to a face-to-face office visit. As much as possible, providers should follow the same clinic procedures that are in place for face-to-face consultations.

3.3.2. The UNM HSC provider obtains the telehealth consent

3.3.3. The UNM HSC provider will provide the patient with the UNM HSC Notice of Privacy Practice and obtain the Receipt of UNM HSC Privacy Notice if not previously obtained.

3.3.4. The UNM HSC provider will establish a UNM HSC patient medical record if a UNM HSC medical record has not been previously established

3.3.5. The telehealth consent and the Receipt of Privacy Notice are placed in the UNM HSC medical record.

4. UNM HSC Receiving Direct Care under Contract to an Outside Agency

4.1. The ultimate responsibility for the patient and action taken as the result of the telehealth consultation remains with the UNM HSC contracted provider at the remote location.

4.2. The contracted provider at the remote location must be credentialed and privileged at UNM HSC for the services being provided.

4.3. The UNM HSC referring provider identifies suitable patients to receive telehealth services

4.4. The UNM HSC referring provider briefs patients as the expectation(s) of the telehealth services

4.5. The UNM HSC referring provider provides patient with the UNM HSC Notice of Privacy Practice and obtains the Receipt of UNM HSC Privacy Notice if not previously obtained

4.6. The UNM HSC referring provider obtains informed consent

4.7. The UNM HSC referring provider places the informed consent and the Receipt of Privacy Notice in the UNM HSC medical record.

5. UNM HSC Receiving Teleconsultation from a non-UNM HSC Provider

5.1. The ultimate responsibility for the patient and action taken as the result of the telehealth consultation remains with the referring UNM HSC provider.

- 5.2. The UNM HSC provider must choose an appropriate and competent specialist and verify their expertise.
- 5.3. The UNM HSC provider will ensure that the consulting provider's credentials are appropriate for delivering care to the patient via telehealth, relative to JCAHO, applicable state laws, and HIPAA.
- 5.4. Prior to the interactive session, the UNM HSC provider sends needed clinical information to the consultant.
- 5.5. The UNM HSC provider briefs patients as the expectation(s) of the telehealth services
- 5.6. The UNM HSC provider obtains informed consent
- 5.7. The UNM HSC provider provides the patient with the UNM HSC Notice of Privacy Practice and obtains the Receipt of UNM HSC Privacy Notice if not previously obtained
- 5.8. The UNM HSC referring provider places the informed consent and the Receipt of Privacy Notice in the UNM HSC medical record.
- 5.9. It is the responsibility of the UNM HSC provider to follow up on the consultant's recommendations as appropriate.

Development Date: 11/16/03

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Approved Date: 11/24/03