

COMPLIANCE CONNECTION



Telemedicine Frequently Asked Questions

What's the first thing I should do to ensure compliance with a Telemedicine Session?

- ◆ Inform the patient concerning the treatment methods and limitations of treatment using a telehealth platform.
- ◆ **REMEMBER:** The telehealth encounter may NOT be recorded.

Do I need consent?

- ◆ Yes. Obtain the patient's Informed Consent for Videoconference Telemedicine Session(s). Be sure to complete the Informed Consent Form and document notice and consent in the patient's health record.

What if the patient wants to revoke their consent?

- ◆ If a patient later chooses to revoke their consent for telemedicine session (s) the provider shall document the revocation in the patient's health record and also ask the patient to send a note to us in writing.

What if I want to invite a group for a telemedicine encounter?

If multiple people are to be invited to participate in a group telemedicine encounter, the provider shall:

1. Have a verbal conversation with each participant before an email invite is distributed.
2. Advise each participant that the group email invitation has limitations with regard to securing their email address.
3. Tell them their email address has the potential to be seen by others in the group.



What else do I need to tell them?

- ◆ Group conversations may unintentionally reveal private or confidential information about others; no different than in person F2F (face to face) encounters. TEAMS and client calls should be treated with the same confidentiality as in the office environment, and the private confidential policy should be practiced.

Do I need to get consent for each participant?

- ◆ Yes. After providing the patient with (above) information, obtain the patient's informed consent to provide telemedicine services and complete the Informed Consent for Videoconference Telemedicine Session(s) form AND

- ◆ Be sure to document such notice and consent in the patient's medical record.

Are there other things I should be aware of?

- ◆ Yes, in all cases (individual or group) remember to practice the Minimum Necessary Rule. Focus the session on the "subject" of the telemedicine session; share only what is needed to accomplish the task at hand.
- ◆ If a patient later revokes such consent, the telehealth provider shall document the revocation in the patient's health record.

Practical Audio Visual Presence and Security Tips

- ◆ Close the door of the video room if you are near a high traffic area. Check the lighting in the room; close all drapes or blinds to prevent glare.
- ◆ Ask the tele-presenter and patient if they can hear you. Don't hesitate to ask questions about a noise you may hear. Patients may assume you know that someone has entered their room.
- ◆ Check your surroundings. Before participating on a video call make sure you have an appropriate background. Look to ensure that other private, confidential and secure information is out of your computer frame.
- ◆ When teleworking, the working area/screen should be secured from other individuals of the household to avoid inadvertent leakage of confidential information
- ◆ Mute your audio. When you're participating with TEAMS or on a conference call with multiple people, it's important to remember to mute your microphone when you're not speaking. Even if you're alone in the room, background noise can be distracting

- ◆ **Telework Best Practice Tip:** It is important to understand that working from home or telework, implies "home" and/or secure home-like setting. Company business should never be conducted from cafes, internet hubs, airports, libraries, or other public spaces



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