



Policy name: Telemedicine policy and procedure

Policy type: Operations

Policy number: O-31

Approval date: March 23, 2020

Approved by: COAH Health Clinic Committee

USE OF TELEMEDICINE

City on a Hill Health Clinic providers shall use teleconferencing to extend the availability of clinical, educational and administrative services. All clinical services provided through the interactive video teleconferencing will conform to established policies for confidentiality and maintenance of records. City on a Hill Health Clinic will also ensure that all prescribing of medications through telemedicine will conform to all federal and state regulations.

Interactive video functions are approved for the following purposes:

- Direct clinical services.
- Case consultations.
- Collateral services.
- Training and education.
- Administrative activities of participating agencies;
- Management activities including Quality Management, Grievance and Appeal, Finance, Advocacy, Utilization and Risk Management, Clinical Consultation, and MIS; and
- Other uses as approved by City on a Hill Health Clinic.

City on a Hill Health Clinic shall establish policies and procedures for scheduling and prioritization of use of interactive video conferencing.

City on a Hill Health Clinic does not collect reimbursement for services.

INFORMED CONSENT

Before a health care provider delivers health care via Telemedicine, verbal or written informed consent from the behavioral health recipient or their health care decision maker must be obtained.

Informed consent can be provided by the behavioral health medical practitioner or registered nurse with at least one year of behavioral health experience. When providing informed consent it must be communicated in a manner that the person and/or legal guardian can understand and comprehend.

Exceptions to this consent requirement include:

- If the telemedicine interaction does not take place in the physical presence of the patient;
- In an emergency situation in which the patient or the patient's health care decision maker is unable to give informed consent; or(3) To the transmission of diagnostic images to a health care provider serving as a consultant or the reporting of diagnostic test results by that consultant.



If a recording of the interactive video service is to be made, a separate consent to record shall be obtained. Items to be included in the consent are:

- Identifying information;
- A statement of understanding that a recording of information and images from the interactive video service will be made;
- A description of the uses for the recording; \A statement of the person’s right to rescind the use of the recording;
- A date upon which permission to use of the recording will be void unless otherwise renewed by signature of the person receiving the recorded service; and
- For persons receiving services related to alcohol and other drugs or HIV status, written, time-limited informed consent must be obtained that specifies that no material, including video-tape, may be re-disclosed.

If a telemedicine session is recorded, the recording must be maintained as a component on the member's medical record, in accordance with [45 C.F.R. Part 164.524](#) and ADHS/DBHS Policy 802, Medical Record Standards. City on a Hill Health Clinic will establish a process that allows members to attain telemedicine information in their medical records.

LICENSURE

Before a health care provider delivers behavioral health care services through telemedicine, the treating healthcare provider must be licensed in the state in which the patient resides ([see A.R.S. §§ 36-3601-3603](#)).

CONFIDENTIALITY

At the time services are being delivered through interactive video equipment, no person, other than those agreed to by the person receiving services will observe or monitor the service either electronically or from “off camera.”

To ensure confidentiality of telemedicine sessions providers must do the following when providing services via telemedicine:

- The videoconferencing room door must remain closed at all times.
- If the room is used for other purposes, a sign must be posted on the door, stating that a clinical session is in progress; and
- Implement any additional safeguards to ensure confidentiality.

DOCUMENTATION

Medical records of telemedicine interventions must be maintained according to usual practice.

Electronically recorded information of direct, consultative or collateral clinical interviews will be maintained as part of the person's clinical record. All policies and procedures applied to storage and security of clinical information will apply.

All required signatures must be documented in the medical record and must be made available during auditing activities performed by City on a Hill Health Clinic.

Approved by:


