

Telehealth Clinical Protocols

These protocols were provided by Charleston ENT & Allergy as a resource when creating your own.

- Professional and Patient Identity and location
 - Provider and patient identity verification
 - An appointment is scheduled with the provider.
 - NextGen automatically sends patient an Intellichart portal invite for the patient to complete required visit paperwork.
 - Pre-exam intake.
 - Demographics.
 - Financial policy.
 - Link is sent from provider to patient via text/email.
 - Patient joins link via text/email.
 - They enter their name and wait for provider to join.
 - Provider joins and introduces themselves.
 - Provider verifies patient information.
 - Provider and patient location documentation
 - Provider is verifying with patient their location.
 - Both provider and patient location will be documented in their dictation.
 - Contact information verification for provider and patient
 - Link is sent from provider to patient via text/email.
 - Patient joins link via text/email.
 - Verification of expectations regarding contact between sessions
 - Patient appropriateness for Telehealth
 - Physician has created visit guidelines for us to follow for appropriateness of scheduling.

- Informed consent
 - Doxy.me populates an informed consent that the patient must sign prior to proceeding with the visit.
- Physical environment
 - Patient: Via video chat or telephone.
 - Provider: Via video chat or telephone in a HIPAA compliant location.
- Communication and collaboration with the patient's treatment team
 - Provider has full access to patient's medical record, and can coordinate with appropriate team as necessary.
- Emergency management
 - Emergent care: 911.
 - In-office/Urgent: Our offices are manned to provide in-office or urgent care that cannot be provided via telehealth.
- Education and training
 - All providers are licensed by the state of South Carolina and board-certified by their respective accrediting organizations.
- Patient safety
 - Based on visit guidelines for appointment appropriateness have been set by a selected physician within our practice.
 - If patient needs advanced care beyond telehealth services, we have providers in office locations to see patients on an urgent basis.
- Emergency services and hospitalization
 - Co-occurring Medical or Behavioral Health Issues
 - If patient needs advanced care beyond telehealth services, our providers have the ability to coordinate with referral providers.
 - Referral Sources
 - If patient needs advanced care beyond telehealth services, our providers have the ability to coordinate with referral providers.

- Community and Cultural Competency
 - Providers will adhere to community and cultural competency guidelines and standards as specified & required by their respective accrediting organizations. As a member of the local medical community, our telehealth offerings will support local regulations regarding social distancing during active pandemic. We will continue our shared values which include diversity and inclusion practices.

Quality of Care Protocols should address, at a minimum:

- Use of HIPAA compliant Telehealth audiovisual system
 - Doxy.me is a HIPAA compliant secure connection. No PHI is entered by the patient or physician.
- Evidence –based treatment services
 - Providers will adhere to evidence-based treatment guidelines and standards as specified & required by their respective accrediting organizations
- Confidentiality
 - Doxy.me is a secure connection. No PHI is entered by the patient or physician.
- Software security architecture description or diagram

Technical:

- Audiovisual
 - Mac/PC/Linux/Chromebook with camera, microphone, and speakers
- Device Characteristics
 - Google Chrome, Mozilla Firefox, or Safari 11+
 - Windows 10 or MacOS Catalina
 - Javascript enabled
 - TCP ports 80 and 443 are open on firewall
- Connectivity
 - Internet connection with at least 2MBPS download and upload speeds
- Privacy

- Doxy.me complies with HIPAA, GDPR, PHIPA/PIPEDA, & HITECH requirements.

Administrative:

- Qualification, licensure and training of providers
 - All providers on telehealth have current licenses in the state of South Carolina
 - The 3 APPs have submitted appropriate documentation to the medical board to add telemedicine to their scope of practice
- Documentation and record keeping
 - Providers dictate an encounter visit note that becomes a part of the patient's medical record.
- Payment and billing arrangements
 - At this time, we are collecting only for self-pay patients and all others will be billed in accordance with the remittance received.