

TELEHEALTH OUTPATIENT POLICY

- I. **SCOPE:** This policy and procedure applies to the system entities in which Deaconess has at least 50% or greater ownership including but not limited to those marked below:

	Deaconess Health System, Inc
X	Deaconess Hospital, Inc.
X	Deaconess Clinic, Inc.
	Deaconess Women's Hospital of Southern Indiana, LLC d/b/a The Women's Hospital
	Deaconess Care Integration, LLC
	DCI Commercial ACO, LLC
	One Care, LLC
	Deaconess Regional Healthcare Services Illinois
	Deaconess Regional Healthcare Network Illinois, LLC,
	Transcare Medical Transport and Logistics, Inc.
X	Deaconess Specialty Physicians, Inc.
	Deaconess VNA Plus, LLC
	Deaconess Health Plans, LLC
	Progressive Health of Indiana, LLC
	Tri-State Radiation Oncology Centers, LLC
	Mainspring Managers, LLC
	VascMed, LLC
	OrthoAlign, LLC
	Evansville Surgery Center Associates, LLC
	Deaconess Health Kentucky, Inc
	Healthcare Resource Solutions, LLC
X	Deaconess Henderson Hospital
X	Deaconess Union Co Hospital
X	Gibson General Hospital, Inc.
	Deaconess EMS, LLC
	Innovative Healthcare Collaborative of Indiana, LLC

II. **PURPOSE:**

- a. To establish guidelines to be utilized for Telehealth visits in all outpatient departments.
- b. To promote a quality telehealth experience for the patient and practitioner.
- c. To maintain the continuum of care.

III. **DEFINITIONS:**

- a. **Telehealth:** Telehealth means a specific method of delivery of services, including medical exams, consultations, behavioral health evaluations and treatment, using technology to allow a provider to render an examination or other service to a patient at a distant location.
- b. **Video Visits:** the use of a secure, HIPAA compliant, synchronous, audio-video connection where a provider and patient can connect for medical care when they are not in the same location.

IV. **POLICY:** To establish best practices for Telehealth visits.

V. **RESPONSIBILITY:** This policy is owned and maintained by the Telehealth Department. All

* Ø indicate only serves IN

Probs:

* No separate policy for Behavioral Health Telehealth Svcs.

* Training videos are static + ineffective

* Telehealth Dept reaches out prior to roll out

1. Telehealth
2. Old → myChart
3. Reg → myChart
Scheduling overlap; limit overlapped appts
* Scheduling does not coincide with office available schedule

Providers, Department Directors and Managers are responsible for following the procedures outlined in this policy.

VI. PROCEDURE:

- a. **NEW SERVICE:** Prior to starting a new Telehealth service, contact the Telehealth Department to ensure proper procedures are followed from a technology (hardware/software), compliance, regulatory and operational perspective.
- b. **LICENSURE AND MALPRACTICE:**
 - i. The physician must be licensed and hold malpractice coverage in the state the patient is located.
 - ii. The advance practice provider must be licensed and hold malpractice coverage in the state the patient is located.
 - iii. The advance practice provider's collaborating physician must be licensed and hold malpractice coverage in the state the patient is located.
 - iv. If a new state license is obtained, submit the Telehealth New License Notification form – see Exhibit A.
- c. **APPROVED PLATFORMS:** Deaconess Health System partnered with Epic Video Client for our telehealth platform. Epic Video Client allows for an integrated workflow in Epic. If Epic Video Client fails, Zoom can be used as a backup. Each platform goes through an in-depth approval process. Security and risk assessments are conducted to ensure each platform is compliant with HIPAA's administrative, physical and technical safeguards. The Approved Platform may be changed by DHS from time to time.
- d. **UNAPPROVED PLATFORMS:** The telehealth department will conduct a bi-annual review to ensure ONLY approved platforms are being used.
- e. **PRIVACY:**
 - i. Provider must be in a private space (or) using a headset/ear buds to conduct the visit.
 - ii. Deaconess has signed Business Associate Agreements with approved telehealth platforms, Epic Video Client and Zoom.
- f. **DOCUMENTATION REQUIREMENTS:**
 - i. Providers have the option to use the Epic note template .VIDEOVISITNOTE
 - ii. Providers may create their own template, but must include the following:
 1. Confirm patient identity
 2. State patient is located in at time of visit
 3. Platform used
 4. All other components of an in-person visit
- g. **PROVIDER AND STAFF TRAINING:**
 - i. The Deaconess Clinic Telehealth Provider Guide is located in the Telehealth section on DWeb.
 - ii. The Telehealth Provider Trainer is available for individual training with each provider and group training with staff.
 - iii. Trained staff members are empowered to train new staff members at the practice manager's discretion.

Stacy
+ effective

h. DEACONESS CLINIC TELEHEALTH PROVIDER GUIDE:

- a. Refer to the Deaconess Clinic Telehealth Provider Guide located in the telehealth section on DWeb for the following:
 - a. Preparing for a Video Visit
 - b. Scheduling visits:
 - i. Scheduling a Video Visit Through MyChart
 - ii. Schedule a New Video Visit from Appointment Desk
 - iii. Change an Existing Appointment into a Video Visit
 - c. Patient check in and arrival
 - d. Connecting to Epic Video Client and Conducting a Visit
 - e. Choosing Video Visit LOS Charge
 - f. Customizing LOS Speed Buttons
 - g. Add video visit and eCheck-In status columns to your EPIC schedule
 - h. Add video visit column to your DAR
 - i. Launch MyChart sign up and proxy access from the schedule
 - j. Adding proxy access
 - k. Complete eCheck-In
 - l. Guidelines for MyChart Epic Video Client video visit

2. IF PROVIDER IS BEHIND SCHEDULE:

- a. Each office is responsible for establishing a protocol to notify the patient when a provider is running behind schedule.

VII. OPTIONAL SECTION. Provider compensation will be in accordance with the individual physician's employment contract provisions and cannot be approved to provide Telehealth Services until execution of the appropriate Telehealth Amendment to the Physician's Contract.

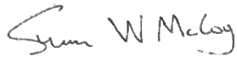
VIII: AUTHORITY:

1. **Policy Owner:** Telehealth Clinical Manager
2. **Coordinate with:** Chief Transformation Officer, Deaconess Clinic CMO, DSP Service Line Director, CAO Deaconess Crosspointe

IX. REFERENCES: The last section of Policy and Procedures will provide reference to any other pertinent memos, publication, or committee minutes that originated or changed the policy or procedure, and all publications be rescinded or changed by this publication. References are to be listed in the following order where applicable:

1. <https://telehealth.hhs.gov/>
2. <https://www.in.gov/pla/professions/telemedicine/>
3. <https://kytelecare.med.uky.edu/kytelecare-ky-tele-health-network-policies>

4. <https://www.cchpca.org/illinois/>
5. <https://www.americantelemed.org/>
6. The respective Physician's Employment Contract compensation provisions.



Shawn McCoy
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