DEPARTMENT OF CORRECTIONS

Policy Number: **500.013**
Title: **Telemedicine**
Effective Date: **6/29/18**

PURPOSE: To provide quality of care standards for providing health services to offenders/residents using telecommunications technologies.

APPLICABILITY: All facilities

DEFINITIONS:
Telemedicine – the delivery of health care services using telecommunications technology.

PROCEDURES:
A. Health Services staff must ensure that the quality of any health services provided via telemedicine are equivalent to the quality of face-to-face encounters.

B. Health services staff honor requests from offenders/residents for face-to-face encounters whenever possible.

C. Offenders/residents must provide informed consent to telemedicine services.

D. Health services staff transmit baseline information to the telemedicine provider, through verbal report, facsimile, shadow file, or electronic health record, prior to the telemedicine encounter.

E. The health services staff member coordinating the telemedicine session must review and transmit additional information, if requested, prior to or during the scheduled encounter, and must discontinue or delay the current encounter if required healthcare information is not readily available.

F. Prior to the start of a telemedicine encounter, the provider must inform and educate the offender/resident of all pertinent information such as potential risks, information specific to the nature of videoconferencing (technical issues), and confidentiality.

G. Telemedicine services are subject to the same data security procedures as required in DOC Policy 500.190, "Health Services Data Practices" and DOC Policy 500.3071, "Behavioral Health Data Practices."

H. Telemedicine services are subject to the same documentation requirements as required by DOC Policy 500.045, "Health Care Documentation" and DOC Policy 500.307, "Mental Health Records." Documentation from telemedicine encounters must be included in the mental health and medical files in the same manner as face-to-face encounters.

INTERNAL CONTROLS:
A. Telemedicine encounters are documented in COMS.

ACA STANDARDS: 4-4403-1

REFERENCES: Policy 500.045, "Health Record Documentation"
Policy 500.190, "Health Care Data Practices"

Policy 500.307, "Mental Health Records"
Policy 500.3071 "Behavioral Health Data Practices"
Policy 500.302, "Mental Health Continuity of Care"

REPLACES: All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: None

APPROVED BY:
Deputy Commissioner, Facility Services
Deputy Commissioner, Community Services
Assistant Commissioner, Facility Services
Assistant Commissioner, Operations Support