

Sample Attestation Form for Organizations Providing Telehealth to Another Organization

This form should be used when working with an outside entity that will be providing your organization telehealth services.

Organizations providing services via telehealth shall follow the standard operating policies and procedures of the governing institution. If the telehealth operation is a sole entity or part of a practice, that entity or practice shall have policies and procedures in place to govern administrative functions that responsibly include and address aspects of telehealth with regards to:

1. Human resource management
2. Privacy and confidentiality
3. Federal, state, local, and other regulatory agency and ethical requirements
4. Ownership of patient data and/or records
5. Documentation, including use of electronic health records
6. Patient and clinician rights and responsibilities
7. Network and data transmission, storage, and access security
8. Technical and medical competence in the service provided, including training of all personnel involved in the telehealth operations (i.e., healthcare professionals, technical, administrative, and other relevant staff)
9. Complaint process

Organizations providing telehealth should have in place a systematic quality improvement and performance management process that encompasses quality assurance and quality control and complies with any and all organizational, regulatory, and accrediting requirements for outcomes management. This process should be reviewed and updated as appropriate on a regular basis.

Organizations and health professionals providing telehealth services shall ensure compliance with relevant local, state, and federal (or international if appropriate) legislation, regulations, accreditation, licensure, and ethical requirements for supporting patient/client decision-making and consent, including protection of patient health information; this includes complying with the patient side (originating) sites' requirement for credentialing and privileging.

Organizations shall have a mechanism in place for ensuring that patients and health professionals are aware of their rights and responsibilities with respect to accessing and providing health care via telehealth technologies (whether within a healthcare institution or other environment such as the home, school, or work), including the process for communicating complaints.

Organizations shall respect patients' requests for in-person care whenever feasible.

Prior to the start of the telemedicine encounter, the originating site or consulting site provider shall inform and educate the patient in real-time of information such as: discussion of the structure and timing of services, record keeping, privacy and security, confidentiality, billing, and any information specific to the nature of video visit. These topics may be provided orally or in writing. Additionally, the provider or designee should set appropriate expectations in regard to the encounter. This may include for example prescribing policies, scope of services, communication, and follow-up. The information shall be provided in language that can be easily understood by the patient and/or caregiver.

Reference: American Telemedicine Association. Core Operational Guidelines for Telehealth Services Involving Provider-Patient Interaction.

https://cdn2.hubspot.net/hubfs/5096139/NEW_ATA-Core-Guidelines.pdf