



GEDA Telehealth Checklist

This document provides a checklist of elements to be included in the application processes for organizations interested in using telehealth to help meet accreditation criteria.

Each site applying to utilize telehealth must demonstrate the existence of policies and guidelines, illustrate the intended processes via workflow, outline the educational training areas that will be covered, and agree to use established metrics for evaluation.

GEDA-Telehealth Checklist	
<input type="checkbox"/>	Telehealth Policies and Guidelines
<input type="checkbox"/>	Workflow
<input type="checkbox"/>	Educational Content
<input type="checkbox"/>	Telehealth Program Metrics

The following sections will briefly explain each topic and provide a checklist to assist with the application process.

Telehealth Policies and Guidelines

Although applying sites will likely be utilizing telehealth in different ways, sites should be prepared to demonstrate policy or guidelines that support the use of telehealth in their organization or department. The topic areas listed below briefly cover the main topics that should be addressed, from regulatory/legal requirements to education requirements for staff and providers. When possible, it is recommended that sites adhere to their organizations' existing guidelines, requirements, policies, etc., to minimize the impact to workflows and barriers to sustained utilization of telehealth.

Telehealth policies and guidelines typically include information regarding:

- Clinical and operational requirements
 - State/federal requirements
 - Establishment of a provider-patient relationship'
 - Informed consent
- Technical requirements
 - HIPAA compliant software
 - Audio and video capabilities
- Education requirements
 - Workflow

- Consent
- Documentation
- Web etiquette
- Assessment

Workflow

Each site must be able to demonstrate the telehealth implementation process via documented workflows. These workflows should identify key staff involved and the steps taken to prepare for, conduct, and document telehealth visits in the ED.

Educational Content

Successful telehealth programs incorporate education for health professionals and supporting departments (such as IT) close to the implementation of telehealth and periodically throughout as refreshers, part of the onboarding process, and as there are changes (e.g., state laws, consenting, etc.).

Educational content for telehealth often includes

- Workflow
- Consent
- Documentation
- Web Etiquette
- Policy
- Assessment

Telehealth Program Metrics

Sites will be required to provide data regarding the following metrics:

- Number of encounters and patients per quarter supported through telehealth platform
- Types of roles provided by telehealth
- Numbers of hours per week that telehealth is available for eligible services