

# Tender Touch Policy and Procedure

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|---------------------------------------|---------------|
| <b>Subject: Telemedicine, E visit</b> | <b>Number</b> |
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## **I. Purpose:**

To ensure proper and best practices when offering telemedicine and e visit for residents. Provide for a standard method of using interactive, audio visual technology and phone conferencing. This policy is in effect for length of time waiver for national health emergency is in effect / until June 19<sup>th</sup> or until waiver expires

## **II. Policy:**

All staff must use a facility provided device. Staff cannot record or save patient information on any device/cloud.

Residents must agree to telemedicine and or E visit services and this should be well documented in resident medical record.

## **III. Procedure:**

1. Resident will consent to telemedicine or E visit treatment
2. Therapist will instruct resident/family that some platforms/ technology may compromise resident protected health information /privacy
3. All staff will utilize a facility iPad when providing telemedicine on an OCR (Office of Civil Rights) approved platform
4. Approved platforms include Skype for Business, Updox, Vsee, Zoom for Healthcare, Doxy, me, Goggle G suite Hangouts Meet, Cisco Webex Meeting, Webex Teams, Amazon Chime, Go to Meeting, Spruce Health Care Messenger.
5. Platforms not approved at this time include Facebook Live, Twitch, Tik Tok and those with public facing,
6. All efforts will be made to ensure HIPAA compliance and not disclosing or sharing patient information at any time
7. Telemedicine visits will include but are not limited to evaluations, treatment sessions, patient /family education, virtual home visits, discharge planning
8. Documentation for telemedicine will include all intervention, modalities and codes approved for Telemedicine
9. Telemedicine will be billed by appropriate telemedicine codes as per CMS/Payers
10. E visits are recommended to be conducted from a facility issued phone

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11. E visits will include but not limited to verbal treatment planning, exercise instruction, / home programming, verbal treatment interventions, resident /family education and training, discharge planning
12. Documentation will include all modalities and interventions covered during the e visit
13. E visits will be billed according to approved E visit codes as per CMS /and or insurance companies