Telehealth International Accreditation v3.0

URAC®

RISK MANAGEMENT

T-RM 1: Regulatory Compliance Monitoring
    T-RM 1-1: Regulatory Compliance
T-RM 2: Maintaining Internal Controls
    T-RM 2-1: Maintaining Compliance
T-RM 3: Information Systems
    T-RM 3-1: Information Systems Management
T-RM 4: Risk Management
    T-RM 4-1: Systems Risk Assessment
T-RM 5: Business Continuity
    T-RM 5-1: Business Continuity Plan

OPERATIONS AND INFRASTRUCTURE

THI-OPIN 1: Business Management
    THI-OPIN 1-1: Policy and Process Maintenance
THI-OPIN 2: Delegation Management
    THI-OPIN 2-1: Delegation Management Plan
THI-OPIN 3: Staff Management
    THI-OPIN 3-1: Clinical Staff Credentialing
THI-OPIN 4: Learning and Development
    THI-OPIN 4-1: Staff Learning and Development Programs
THI-OPIN 5: Ethical Conduct
    THI-OPIN 5-1: Code of Ethical Conduct
THI-OPIN 6: Employee Diversity, Equity and Inclusion
    THI-OPIN 6-1: Diversity, Equity and Inclusion Practices
THI-OPIN 7: Clinical Leadership
    THI-OPIN 7-1: Clinical Staff Leadership
THI-OPIN 8: Technical Director
    THI-OPIN 8-1: Technical Director Requirements
THI-OPIN 9: Provider Credentialing
    THI-OPIN 9-1: Credentialing and Re-credentialing

PERFORMANCE MONITORING AND IMPROVEMENT

T-PMI 1: Quality Management Program
    T-PMI 1-1: Quality Structure
T-PMI 2: Quality Management Evaluation
    T-PMI 2-1: Data Collection and Evaluation

CONSUMER PROTECTION AND EMPOWERMENT

T-CPE 1: Protection of Consumer Information
    T-CPE 1-1: Privacy and Security of Consumer Information
T-CPE 2: Privacy and Security Safeguards
    T-CPE 2-1: Internal Safeguards
T-CPE 3: Consumer Diversity, Equity and Inclusion
    T-CPE 3-1: Diversity, Equity and Inclusion Practices
T-CPE 4: Consumer Safeguards
    T-CPE 4-1: Consumer Safety Protocols
T-CPE 5: Consumer Communication
    T-CPE 5-1: Consumer Complaint Process

TELEHEALTH OPERATIONS

T-OPS 1: Telehealth Business Authorization
    T-OPS 1-1: Business Authorization
T-OPS 2: Telehealth Scope of Services
    T-OPS 2-1: Scope of Services
T-OPS 3: Organizational Capacity
    T-OPS 3-1: Capacity
T-OPS 4: Telehealth Delivery Site Assessment
    T-OPS 4-1: Delivery Site Assessment
T-OPS 5: Telehealth Technology
    T-OPS 5-1: Technology
T-OPS 6: Safety and Maintenance
    T-OPS 6-1: Equipment Safety and Maintenance
T-OPS 7: E-Prescribing Practices
    T-OPS 7-1: E-Prescribing
T-OPS 8: Artificial Intelligence (AI)
    T-OPS 8-1: Artificial Intelligence (AI) Used in Telehealth

PATIENT ENCOUNTERS

T-PE 1: Patient and Provider Identification
    T-PE 1-1: Patient and Provider Information
T-PE 2: Patient Consent
    T-PE 2-1: Consent
T-PE 3: Patient Billing, Insurance Coverage, and Fees Disclosures
    T-PE 3-1: Financial Disclosures
T-PE 4: Commercial Disclosures
    T-PE 4-1: Identity Disclosures

CLINICAL CARE

T-CC 1: Clinical Practice Guideline Development
    T-CC 1-1: Guideline Development
T-CC 2: Clinical Practice Guideline Inclusions
    T-CC 2-1: Guideline Inclusions
T-CC 3: Patient Safety
    T-CC 3-1: Patient Safety Protocols
T-CC 4: Infection Protocols
    T-CC 4-1: Infection Prevention
T-CC 5: Clinical Triage
    T-CC 5-1: Triage
T-CC 6: Patient Clinical History
    T-CC 6-1: Clinical History

MODULE: CONSUMER-TO-PROVIDER

T-C2P 1: Program Goals
    T-C2P 1-1: Goals and Objectives
T-C2P 2: User Technology Proficiency
    T-C2P 2-1: Technology Proficiency
T-C2P 3: Patient-Provider Encounters
    T-C2P 3-1: Patient-Provider Relationship
T-C2P 4: Continuity of Care and Medical Record Documentation
    T-C2P 4-1: Documentation and Continuity of Care
T-C2P 5: Patient-Initiated Encounters for Telehealth Services
    T-C2P 5-1: Patient-Initiated Encounters
T-C2P 6: Patient Health Information and Education
    T-C2P 6-1: Information and Education
T-C2P 7: Program Evaluation of Telehealth Services
    T-C2P 7-1: Program Evaluation
T-C2P 8: Program Evaluation Reporting of Telehealth Services
    T-C2P 8-1: Program Evaluation Reporting

MODULE: PROVIDER-TO-CONSUMER

T-P2C 1: Program Goals
       T-P2C 1-1: Goals and Objectives
T-P2C 2: User Technology Proficiency
       T-P2C 2-1: Technology Proficiency
T-P2C 3: Patient-Provider Encounters
       T-P2C 3-1: Patient-Provider Relationship
T-P2C 4: Continuity of Care and Medical Record
     Documentation
       T-P2C 4-1: Documentation and Continuity of Care
T-P2C 5: Program Evaluation of Telehealth Services
       T-P2C 5-1: Program Evaluation
T-P2C 6: Program Evaluation Reporting of Telehealth
     Services
       T-P2C 6-1: Program Evaluation Reporting

MODULE: PROVIDER-TO-PROVIDER

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