



## Telehealth Support Services Certification v2.0

### RISK MANAGEMENT

#### RM 1: Regulatory Compliance and Internal Controls

RM 1-1: Regulatory Compliance

#### RM 2: Regulatory Compliance

RM 2-1: Regulatory Compliance

#### RM 3: Information Systems

RM 3-1: Information Systems Management

RM 3-2: Systems Risk Assessment

#### RM 4: Business Continuity

RM 4-1: Business Continuity Plan

### OPERATIONS AND INFRASTRUCTURE

#### OPIN 1: Business Management

OPIN 1-1: Policy and Process Maintenance

OPIN 1-2: Delegation Management

#### OPIN 2: Staff Management

OPIN 2-1: Clinical Staff Credentialing

OPIN 2-2: Employment Screening

OPIN 2-3: Staff Training Programs

OPIN 2-4: Code of Ethical Conduct

OPIN 2-5: Employee Diversity, Equity and Inclusion

#### OPIN 3: Clinical Leadership

OPIN 3-1: Clinical Staff Leadership

### PERFORMANCE MONITORING AND IMPROVEMENT

#### PMI 1: Quality Management Scope

PMI 1-1: Quality Structure

#### PMI 2: Quality Data Collection and Evaluation

PMI 2-1: Data Collection and Evaluation

### CONSUMER PROTECTION AND EMPOWERMENT

#### CPE 1: Protection of Consumer Information

CPE 1-1: Privacy and Security of Consumer Information

#### CPE 2: Consumer Safeguards and Communication

CPE 2-1: Consumer Diversity, Equity and Inclusion

CPE 2-2: Consumer Safety Protocols

CPE 2-3: Consumer Complaint Process

CPE 2-4: Health Literacy Promotion

CPE 2-5: Consumer Marketing Safeguards

### SUPPORT SERVICES OPERATIONAL REQUIREMENTS

#### TSS-OPS 1: Organizational Capacity

TSS-OPS 1-1: Capacity

#### TSS-OPS 2: Commercial Disclosures

TSS-OPS 2-1: Commercial Disclosures

### MODULE I: TECHNICAL SUPPORT

#### TSS-TS 1: Scope of Services

TSS-TS 1-1: Scope of Services

#### TSS-TS 2: Technical Director

TSS-TS 2-1: Technical Director Requirements

#### TSS-TS 3: Telehealth Technology

TSS-TS 3-1: Technology Assessment

#### TSS-TS 4: Equipment Safety and Maintenance

TSS-TS 4-1: Equipment Safety and Maintenance

#### TSS-TS 5: User Technology Proficiency

TSS-TS 5-1: Technology Proficiency

#### TSS-TS 6: Information Protection

TSS-TS 6-1: Information Systems Risk Assessment and Reduction



## **MODULE II: CLINICAL SUPPORT**

- TSS-CS 1: Scope of Services**
  - TSS-CS 1-1: Scope of Services**
- TSS-CS 2: Clinical Practice Guidelines**
  - TSS-CS 2-1: Guideline Development**
- TSS-CS 3: Consumer Safety**
  - TSS-CS 3-1: Consumer Safety Protocols**
- TSS-CS 4: Patient-Provider Relationship**
  - TSS-CS 4-1: Patient-Provider Relationship**
- TSS-CS 5: Patient Consent**
  - TSS-CS 5-1: Consent**
- TSS-CS 6: Patient Safety Protocols**
  - TSS-CS 6-1: Patient Safety Protocols Inclusions**
- TSS-CS 7: Clinical Triage**
  - TSS-CS 7-1: Triage**
- TSS-CS 8: Continuity of Care and Medical Record Documentation**
  - TSS-CS 8-1: Documentation and Continuity of Care**
- TSS-CS 9: Patient-Initiated Encounters**
  - TSS-CS 9-1: Patient-Initiated Encounters**
- TSS-CS 10: Patient Health Information and Education**
  - TSS-CS 10-1: Information and Education**

## **MODULE III: TELEHEALTH PRACTICE EDUCATION**

- TSS-TPE 1: Scope of Services**
  - TSS-TPE 1-1: Scope of Services**
- TSS-TPE 2: Curriculum Development**
  - TSS-TPE 2-1: Implementation Plan**
  - TSS-TPE 2-2: Process to Assure Evidence-Based Content**
  - TSS-TPE 2-3: Curriculum Development Contributor Qualifications**
- TSS-TPE 3: Curriculum Content on Regulatory Compliance**
  - TSS-TPE 3-1: Compliance Inclusions**
- TSS-TPE 4: Curriculum Content on Patient Encounters**
  - TSS-TPE 4-1: Patient Encounter Inclusions**
- TSS-TPE 5: Curriculum Content on Operations and Infrastructure**
  - TSS-TPE 5-1: Operations and Infrastructure Inclusions**
- TSS-TPE 6: Competencies**
  - TSS-TPE 6-1: Evaluation of Learning and Objectives**