



Title: Telemedicine Policy and Procedures

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I. Policy:

It is the policy of Shasta Community Health Center (SCHC) to provide high quality, patient focused, primary health care, behavioral health care and dental health care to the underserved population of our community. The Telemedicine Program is designed to provide the medically underserved patients of Shasta Community Health Center access to high quality specialist care.

II. Purpose/Goal:

- A. The Telemedicine Policy and Procedures is designed to support the mission and vision of Shasta Community Health Center as it pertains to the use of Telemedicine for patient consultation, diagnoses, and/or treatment.



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B. Definitions:

1. Telemedicine: allows healthcare professionals to evaluate, diagnosis, and treat patients in remote locations using telecommunications.
2. Hub Site: the site where the specialist is located.
3. Spoke Site: the site where the patient is presented during the appointment.
4. Consultative: the specialist makes recommendations for the primary care provider to implement.
5. Comprehensive: the specialist prescribes medications, orders labs, and diagnostics.

III. Procedure:

SCHC functions as a spoke site obtaining specialty care from other facilities outside our area. A consultative model of care is used for some telemedicine appointments. This model requires that a member of SCHC staff is present during the appointment and the Primary Care Clinician (PCC) is asked to assist in coordination of recommendations the specialist may have. The telemedicine staff will ensure that the consult note is sent to PCC for review and implementation within one to two weeks of date of service. A comprehensive model of care is used for some telemedicine appointments, meaning that the specialist prescribes medications, orders labs, as well as diagnostics.

A. Spoke Site Procedure

1. SCHC primary care clinician shall make electronic referral to desired telemedicine specialty.
2. Telemedicine personnel will process referral, and schedule patient with appropriate specialist.
3. Patient will be notified of appointment date and time at the time of scheduling.
4. Telemedicine personnel ensure that the telemedicine equipment is turned on and working properly before the appointment. If there is a problem with the equipment, telemedicine personnel shall troubleshoot equipment and make necessary adjustments. If problem is outside the realm of expertise, assistance shall be requested from Information Technology department. ~~Services.~~
5. Personnel will also make follow-up appointment as required by specialist and work with care team to ensure all recommendations are implemented in a timely fashion.
6. ~~Telemedicine staff is responsible for coordinating telemedicine clinics, and ensuring that the specialist has all patient information necessary to provide high quality care.~~



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C. Billing/Grants

Telemedicine visits will be billed to insurance as appropriate and, when the patient is uninsured, the Sliding Fee Discount Program will be applied. Please refer to [Billing Policies and Procedures](#) for further information.

The telemedicine department will search various avenues for granting opportunities and will work with the Grant Administrators to pursue additional funding as appropriate. Once a grant is obtained, it is the responsibility of the telemedicine personnel to ensure fulfillment of the requirements of the grant.

D. Credentialing

Specialists that provide comprehensive telemedicine care are credentialed through SCHC's third party credentialing process. Consultative telemedicine specialist are credentialed through Partnership Health Plan. Specialist that are contracted through University of California Davis are credentialed bi-proxy.

IV. Forms:

A. Spoke Site Forms

1. [UC-Davis Health System Telemedicine Program/SCHC Referral Request Form](#)
2. [UC-Davis Notice of Privacy Practices](#)
3. [UC-Davis Notice of Privacy Practices – Acknowledgment of Receipt](#)
4. [PCSD Patient Demographic Form](#)
5. [PCSD Authorization and Consent to Participate in Telemedicine Consultation](#)
6. [TeleMed2U Provider Referral Form](#)
7. [TeleMed2U Consent to Participate in Telemedicine Consultation](#)
8. [TeleMed2U TeleMedicine Patient Survey](#)

For additional information regarding credentialing of Telemedicine providers, please see Section "K" of [Credentialing Policy and Procedures](#).

Written By:

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