

## PRACTICE GUIDELINES FOR PRIMARY AND URGENT CARE

Michele Y. Griffith, MD

Centro Nacional TeleSaude (CNTS)/International Society of Telemedicine and eHealth (ISfTeH) Portugal eHealth Summit March 19-22, 2019 Lisbon, Portugal





#### International SOS Foundation

#### TELECONSULTATION SERVICES FOR THE MOBILE WORKFORCE.

CONSIDERATIONS AND GUIDELINES FOR THE PROVISION OF GLOBAL SERVICES IN COMPLIANCE WITH REGULATIONS AND BEST PRACTICE CLINICAL STANDARDS OF CARE

By Nathaniel Lacktman, Esq. & Dr Neil Nerwich





## TELECONSULTATION SERVICES FOR THE MOBILE WORKFORCE

**Global best practices** 





internationalsosfoundation.org





#### PRACTICE GUIDELINES FOR LIVE, ON DEMAND PRIMARY AND URGENT CARE

NOVEMBER 2014



# Practice guidelines for live, on demand primary and urgent care





## **ADMINISTRATIVE GUIDELINES**



### **Regulations and Laws**



**Provider Credentialing** 



**Provider Training** 



**Policies and Procedures** 



## Connectivity



## EMR/Payment/Billing



**Quality Review** 





## **ADMINISTRATIVE GUIDELINES**



Subscribe

#### Doctor delivers end-oflife news via 'robot,' leaving family frustrated

**JOEL SHANNON** | USA TODAY | 5:45 pm EDT March 10, 2019

🛤 f 🎽 🎽







## THE ENCOUNTER



#### **Provider/patient location**

#### **Patient identity verification**

#### Informed consent

#### **Eligibility of virtual visit**

#### **Physical environment**

#### **Patient evaluation**

#### **Electronic prescriptions**





## **FOLLOW UP**





Patient education **Referrals** 



Post visit outreach





## **GLOBAL BEST PRACTICES**

#### Regardless of jurisdiction, the following best practices are nearly universal, and are recommended for any global teleconsultation service.



Physicians delivering teleconsultation services should be appropriately licensed in the patient location, and working in compliance with local health regulations.



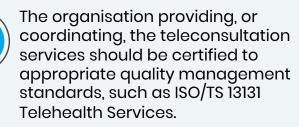
Physicians should be permitted to prescribe remotely to the patient (when clinically required), with a detailed knowledge of local drug names, availability and prescribing regulations.

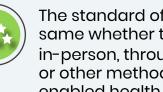


Patients should be told the benefits and risks of services delivered via teleconsultation, and give their consent to such care.



Personal health information related to the teleconsultation should be managed in accordance with relevant local data protection regulations.





The standard of care should be the same whether the patient is seen in-person, through teleconsultation, or other methods of electronically enabled health care.



If the physician cannot competently and confidently diagnose or treat the patient via teleconsultation, the physician should refer the patient to an in-person examination before rendering a diagnosis or prescribing therapeutic treatment.



The undertaking of a teleconsultation should not be considered in isolation, and should include the capability of facilitating the patient's necessary medical care and assistance requirements post-teleconsultation.



The physician should be fluent in the local language at the patient location, to ensure appropriate documentation and referral pathways when necessary.



# **THANK YOU!**

## Contact Us:

21stMD.com

K dr@21stmd.com