



**Joint Commission
International**



**Joint Commission International
Certification Standards for
Telehealth**

International Patient Safety Goals (IPSG)

Goal 1: Identify Patients Correctly

IPSG.1 The telehealth organization develops and implement a process to improve accuracy identification

Goal 2: Improve Effective Communication

IPSG.2 The telehealth organization develops and implement a process to improve the effectiveness of verbal and/or telecommunication among caregivers

IPSG.2.1 The telehealth organization develops and implement a process for reporting critical results of diagnostic test

IPSG.2.2 The telehealth organization develops and implement a process for handover communication

Goal 3: Ensure Safe Surgery

IPSG.3 The telehealth organization develops and implement a process for the preoperative verification and surgical/invasive procedure site marking

IPSG.3.1 The telehealth organization develops and implement a process for the time-out that is performed immediately prior to the start of the surgical/invasive procedure and the sign-out that is conducted after the procedure

Access to Telehealth Services and Care (ATSC)

Telehealth services

ATSC.1 The organization providing telehealth services informs stakeholders about services and how to obtain care and screens patients to identify whether their health care needs match the telehealth organization's mission and resources.

Registration and Intake process

ATSC.2 The organization providing telehealth services has an intake process for patients prior to providing any services.

Patient History and Continuity

ATSC.3 The organization providing telehealth services has a process for patients to provide historical clinical information from other health care providers.

Referrals

ATSC.4 The organization providing telehealth services implements a referral management system

Emergency Services

ATSC.5 The organization providing telehealth services has a procedure to contact emergency services for patients when necessary.

Patient Rights and Responsibilities (PRR)

Telehealth Consent

PRR.1 The organization providing telehealth services, prior to providing medical care, obtains a general consent for services from the patient.

Medication Management and Review (MMR)

Medication Review

MMR.1 The organization providing telehealth services has a process to identify and document patient medications and to review this list prior to prescribing any additional medications.

Governance, Strategy and Oversight (GSO)

Services Meet Laws and Regulations

GSO.1 Organizations that provide telehealth services are available to meet patient needs, and all such services meet applicable local and national standards, laws and regulations.

Strategic Plan

GSO.2 The organization providing telehealth services develops a strategic plan, in accordance with the affiliated accredited organization, using evidence-based practices.

Quality Data and Continuous Improvement (QDCI)

Quality Data and Continuous Improvement

QDCI.1 Leaders of the telehealth organization align data and metrics with the strategic priorities, scope, and services offered to patients and stakeholders and engage employees in continuous improvement efforts.

Telehealth Staff Qualifications (TSQ)

Privileges

TSQ.1 Providers who are responsible for the care, treatment and services of patients are privileged to provide services via telehealth

Staff Education and Training on Telehealth Security

TSQ.2 The telehealth has a program to provide each staff member with ongoing in-service and other education and training to maintain or to advance their skills and knowledge related to telehealth security

Information Systems and Equipment Management (ISEM)

Patient Portal

ISEM.1 The organization providing telehealth services develops a secure patient portal for delivering care and providing two-way communication between patients and providers and/or the organization.

Medication Management Systems

ISEM.2 The organization providing telehealth services and permits providers to prescribe medication uses an electronic medication management system.

Interoperability

ISEM.3 The telehealth organization using an electronic health record system ensures interoperability to prevent medical errors and support continuity of patient care

Technology Risks

ISEM.4 The organization providing services recognizes and address risks that are inherent or unique to providing services via telehealth platforms.

Informatics

ISEM.5 The telehealth organization's informatics system provides reliable patient-generated health data

Telediagnosics

ISEM.6 Telediagnosics are fully integrated into the telehealth organization: telediagnosics are used to provide patient care, are supported by technological maintenance and are included in clinical education

Patient monitoring

ISEM.7 For organizations providing telehealth services and participating in remote patient monitoring, the monitoring system generates data for patient care