

ATA & Joint Commission Best Practices in Telemedicine



Key Best Practices from the ATA

Patient Safety & Quality of Care

- **Clinical Standards:** Telemedicine services must meet the same clinical standards as in-person care.
- **Continuous Monitoring:** Ensure patients are monitored appropriately during virtual visits, particularly in high-risk situations.

Patient Privacy & Confidentiality

- **HIPAA Compliance:** All telemedicine platforms and processes must comply with HIPAA and other privacy regulations to protect patient information.
- **Secure Communication:** Use encrypted, secure communication channels to prevent unauthorized access to sensitive data.

Credentialing & Licensure

- **Provider Licensure:** Physicians must be licensed in the state or jurisdiction where the patient is located at the time of the visit.
- **Ongoing Credentialing:** Ensure that providers are credentialed and meet the necessary qualifications for telemedicine practice.

Technology & Equipment

- **Reliable Platforms:** Use telemedicine platforms that meet quality, security, and compliance standards.
- **Technology Support:** Providers should ensure patients have access to adequate technology and support during virtual visits.

Telemedicine Informed Consent Checklist



Key Best Practices from The Joint Commission

Documentation

- **Comprehensive Records:** Maintain accurate and complete documentation of all telemedicine encounters, including patient identity, consent, and clinical notes.
- **Audit Trails:** Ensure systems have built-in audit trails to track all communication and actions during a telemedicine visit.

Informed Consent

- **Clear Communication:** Ensure that patients are fully informed about telemedicine services, risks, and limitations before providing consent.
- **Ongoing Consent:** Regularly review and update consent forms as part of continuous patient care.

Patient Assessment & Follow-Up

- **Initial and Ongoing Assessments:** Perform thorough initial assessments to determine if telemedicine is suitable for the patient's needs.
- **Clear Follow-Up Plans:** Establish clear follow-up care plans and ensure patients know how to access additional services if needed.

Quality Assurance

- **Performance Reviews:** Regularly review telemedicine services to ensure they meet the established clinical, ethical, and legal standards.
- **Feedback Systems:** Implement systems to gather patient and provider feedback to improve care quality and address any concerns.