


PERSYARATAN TELEMEDICINE

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PENDAHULUAN

Healthcare providers may want to start a telemedicine program quickly, but it is important to ensure that appropriate technology and resources are available to safely provide such service.

PENGGERTIAN TELEMEDICINE (ATA DALAM AHIMA)

Defining Telemedicine

During the past several years, healthcare providers have been striving to provide access to high-quality healthcare in the most cost-effective manner. Telemedicine is defined by the American Telemedicine Association (ATA) as *“the use of medical information exchanged from one site to another via electronic communications to improve a patient’s clinical health status.”*¹

INFORMATION GOVERNANCE

- It is important for a telemedicine program to align and correspond with the organization's information governance (IG) program initiatives.
- AHIMA defines information governance as “an organization-wide framework for managing information throughout its lifecycle and for supporting the organization's strategy, operations, regulatory, legal, risk, and environmental requirements.”
- AHIMA's Information Governance Adoption Model (IGAM™) encompasses 10 IG competencies that strengthen the goals, strategies, and missions for all enterprise-wide initiatives and programs, including telemedicine.

INFORMATION GOVERNANCE

- Aligning the telemedicine program with current IG best practices will allow for trustworthy, reliable, and secure data and information to be used to make strategic business and clinical decisions surrounding telemedicine that will transcend throughout the organization's business units.
- Many of the business units will play a role in the telemedicine process (i.e., clinical, finance, revenue cycle, IT).

INFORMATION GOVERNANCE

A successful telemedicine program focuses not only on technology but begins with the participation of key senior leaders, IG committee staff and a project plan that is aligned with the organization's strategic plan. Examples of strategic objectives that can be tied to a telemedicine project include:

1. Improving the delivery of safe and affordable care
2. Enhancing patient experiences and outcomes
3. Business growth opportunities
4. Potential reduction in readmissions

THE TELEHEALTH RESOURCE CENTERS IDENTIFY THE STEPS TO GETTING STARTED WITH A TELEMEDICINE PROGRAM

Step 1: Assess and Define

- 1) Identify and document the need and rationale for the envisioned telemedicine program
- 2) Define the healthcare or other services your telemedicine program will deliver
- 3) Describe how the targeted services will be delivered
- 4) Perform a market analysis to determine if there is a market for the service you are proposing to provide and a willingness and mechanism to pay for it
- 5) Define who “owns” the record
- 6) Define who is responsible for the amendment, release of information, policies on breach handling, etc.
- 7) Determine if the telemedicine program scope will cross state lines

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Step 2: Develop and Plan

- 1) Use all the information collected in Step 1 to create a plan that details all the areas that require work during the implementation
- 2) Define all the tasks needed to build, test, deploy, and operate the program
- 3) Determine who will be needed to perform the tasks
- 4) Estimate the hours required to do the work (effort)
- 5) Estimate the timeline for the work
- 6) Determine if additional staff are required in certain areas
- 7) Develop a plan to monitor program performance and evaluate the program

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Step 3: Implement and Monitor

- 1) Put into action the plans, decisions, and approaches identified in Step 2
- 2) Begin monitoring the program using the approaches identified in Step 2

REQUIREMENTS

- Telemedicine services are growing at an unprecedented rate and the implementation process can seem overwhelming. There are many aspects and requirements to consider when developing a sustainable and effective telemedicine program.
- These requirements must be met in order to effectively and legally manage, protect, use, transmit and store telemedicine information and to successfully run a telemedicine program.
- Strong IG practices will help to ensure that these requirements are met.

REQUIREMENTS

The following sections are addressed in the “Requirements” section:

- 1) State requirements
- 2) Privacy and security requirements
- 3) Legal requirements
- 4) Documentation requirements
- 5) Reimbursement requirements
- 6) Provider requirements
- 7) Consumer experience requirements