Telehealth Services Inspection Checklist- Random

Name of the Facility: _____

Date of Inspection: _____/_____/_____

Ref.	Description	Yes	No	N/A	Remarks
5	**STANDARD ONE:** HEALTH FACILITY REGISTRATION AND LICENSURE REQUIREMENTS				
iii	All platforms shall have HIPAA compliance certification.				
iv	All platforms shall have ISO 27001 compliance certification.				
5.6.3	Install equipment, devices and technologies approved by Ministry of Health and Prevention (MOHAP) that are required for telehealth service delivery, including peripheral devices and associated software.				
5.6.4	Ensure a written Contract or Memorandum of Understanding (MOU) is in place and kept up to date where telehealth service provision entails two or more entities.				
5.7.3	Equipment maintained in accordance to the manufacturer's specifications to support all applicable telehealth services.				
5.7.7	Provision of uninterrupted/backup power supply.				
5.7.9	Provision for technical systems to record and document patient information and telehealth services.				
5.7.10	Protection of information stored in the electronic health records.				
5.8	Telehealth Booth				
d	The booth shall allow for patient privacy during the provision of telehealth services.				
e	The booth shall adhere to infection control and fire safety protocols.				
f	The booth shall maintain a portable Automated External Defibrillator (AED).				

g	At least one (1) Registered Nurse (RN) with up to date Basic Life Support (BLS) training must be present at the booth during operating hours.					
h	Telehealth booth providers must ensure that there is a minimum of one (1) accountable DHA licensed physician responsible for the service.					
i	Telehealth services via booth shall only be provided to stable patients.					
j	All sessions shall be documented in the patient's health record as per DHA requirements.					
6	**STANDARD TWO:** HEALTH FACILITY MANAGEMENT RESPONSIBILITIES					
6.1.8	Have in place an electronic health record system that guarantees patient identification, authentication, collection of safe, secure and comprehensive patient information during the provision of telehealth services, including voice recording in for quality control and quality improvement.					
6.1.9	Develop and implement Standard Operating Procedures (SOPs) governing telehealth services.					
6.1.14	Ensure access to Telehealth services does not exclude People of Determination.					
8	**STANDARD FOUR:** PATIENT CONSENT					
8.1	The health professional shall obtain and document evidence of consent from the patient or legal guardian, for the use of telehealth services, which shall be embedded within the service workflow and maintained in the patients' health records.					
8.4	Consent to access telehealth services may be signed electronically or in person prior to the initiation of telehealth services.					
8.4.1	Consent may include paper or electronic format.					
8.4.2	Consent for treatment must be documented at each encounter.					
11	**STANDARD SEVEN:** TELECONSULTATION (SYNCHRONOUS)					

11.1.5	Telehealth consultation should be offered in at least Arabic and English languages.				
12	**STANDARD EIGHT:** TELEDIAGNOSIS (SYNCHRONOUS AND ASYNCHRONOUS)				
12..1	The provision of Telediagnosis services shall adhere to the following:				
12.1.1	Ensure equipment and tools, software and hardware are appropriate for Telediagnosis in the related field including but not limited to:				
a	High definition medical camera.				
b	Digital Stethoscope (General Medical).				
c	Digital Derma scope (Dermatology).				
d	Digital Otoscope (ENT).				
e	Digital Iriscope (Eye).				
f	Ultrasound (Gynaecology, Sonology).				
g	ECG (Cardiology).				
h	X-Ray Scanner (Radiology).				
i	Digital Notepad (Prescription Writing).				
12.1.2	Diagnostic equipment must be checked and calibrated with documentation on a regular basis.				
12.1.4	Ensure high quality audio-visual equipment and software is used for continuous two-way communication.				
12.1.5	Ensure patient identity is verified and consent is granted prior to diagnosis.				
12.1.6	Ensure data is captured through routine workflow and the data collection system is automated and integrated into the telehealth system. As a minimum, the system should capture:				
a	Diagnostic images (high definition).				
b	Vital signs.				
c	Clinical prescriptions.				
d	Laboratory reports.				
e	Physician assessment report and recommendations with date and time.				

13	**STANDARD NINE:** TELEMONITORING (SYNCHRONOUS AND ASYNCHRONOUS)				
13.1.2	All PRM devices must be used for their intended purpose and maintained as per the manufacturer's instructions and specifications.				
13.10.4	PRM services shall be available throughout the day and night (24/7).				
14	**STANDARD TEN:** MOBILE HEALTH (MHEALTH)				
14.5	Telehealth providers that utilize telehealth technologies and applications for Mhealth devices should assure the following specifications are met:				
14.5.4	Secure access for Mobile Wi-Fi, and Bluetooth connectivity.				
14.5.5	Text functionality.				
14.5.6	QR code scanning.				
14.5.7	GPS functionality.				
14.5.8	Motion sensor functionality.				
14.5.9	Microphone functionality.				
14.5.10	Voice Over Internet Protocol (VOIP) and Video conferencing capability.				
14.5.11	Physician and patient identification and authentication.				
14.5.12	Secure user interface with the treating physician.				
14.5.13	Image capture functionality (high definition).				
14.5.14	Interface with medical devices utilised for telehealth services.				
15	**STANDARD ELEVEN:** TELEROBOTICS AND ROBOT ASSISTED SERVICES				
15.1	Telesurgery (non-autonomous)				
15.1.2	Telesurgery devices should entail a bilateral master-salve system (expert site and remote manipulator site) with direct control by the user.				
a	Master control unit (robot command station) shall be operated by the physician using hand and foot control while watching surgery on a high- quality 3D monitor.				
b	The master control unit may be located away from the operating room.				

c	A slave unit containing robotic arms should be present to operate on the patient.					
d	Support staff must be present at the patient site.					
15.1.3	High-speed connectivity or Local Area Network and information management system must be in place with high definition visual and audio capability to enable time-bound and accurate intervention and exchange of information.					
a	The network must support:					
i	Real time control data.					
ii	Medical video stream.					
iii	High-level management data.					
15.2	Telepresence and video conferencing (robot assisted services)					
15.2.2	Requirements for telepresence and video conferencing include:					
a	Secure high-speed internet connectivity.					
b	Visual Display Panel.					
c	Desktop head and neck robots or drivable robots					
d	Pan, tilt and zoom cameras.					
e	Off-site medical professionals to move, look around, communicate, and participate from remote locations.					
f	Feedback loop sensory system to the operator.					
g	Mobile robot avatar for remote patient consultation.					
h	Maintenance and software upgrade schedule.					
i	Integrated document management system.					