

POLICY AND OPERATIONAL STANDARDS

KTHN002 – TRAINING CENTER POLICY

Telehealth Training Centers shall adhere to all telehealth policies, procedures, protocols, and standards approved by the Telehealth Board

(10 KAR 3:020 – Establishing and funding telehealth network training centers)

BOARD REVIEW AND APPROVAL – MARCH 25, 2014

Kentucky Telehealth Network (KTHN) Training Centers at the University of Kentucky, University of Louisville, Baptist Health Madisonville, and St. Claire Regional Medical Center were established in accordance with KRS 194A.125 to provide oversight and direction to KTHN members and healthcare facilities that are considering membership. 10 KAR 3:020 established and funded telehealth training centers and 10 KAR 3:050 established protocols and standards for telehealth training centers and rural sites. The following policies have been established for the telehealth training centers:

- **Promote Telehealth Activities And Facilitate And Coordinate Telehealth Clinics**

- A. Promoting the referral of patients to existing telehealth clinics;
- B. Develop new telehealth clinics;
- C. Provide technical assistance/training for KTHN members and healthcare facilities that are considering the development of telehealth programs;
- D. Oversee the KTHN network schedule;
- E. Promote telehealth as a potential solution to healthcare challenges throughout the Commonwealth;
- F. Lead advocacy efforts to change legal and regulatory barriers that inhibit telehealth's potential to benefit all Kentuckians;
- G. Engage external stakeholders to develop new telehealth strategies. These stakeholders include, but are not limited to correctional facilities, public health facilities, state government, Medicaid and Medicaid managed care companies, private insurance companies, public school systems, federal agencies, programs that relate to the recruitment and retention of healthcare professionals in the Commonwealth such as the KMA, KPCA, KHA and KYAFT.

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- H. Seek new healthcare facilities that may benefit from telehealth technology and support grant writing efforts to fund new sites and initiatives;
- I. Elevate the visibility of telehealth services and programming through marketing efforts and public relations activities. These efforts may target the general public, patients, providers and any other potential stakeholder; and,
- J. Scan the marketplace for new ideas to be implemented in Kentucky, including technical solutions or innovative applications of existing telehealth technology.
- **Develop And Adhere To Clinical, Professional, And Technical Policies And Operational Standards On Confidentiality And Data Integrity, Privacy And Security, Informed Consent, Technology, Billing And Reporting Established By The Telehealth Board In Accordance With 10 KAR 3:020**
 - A. Work with KTHN members to help them develop and train clinical providers who will see patients via the technology as well as the “presenters” that will be with the patients during the telehealth encounters;
 - B. Mandate use of the H.323 standards throughout the network or mandate that non-H.323 sites have “gateway” services that allow those sites to connect directly to the H.323 systems in the network.
 - C. Help telehealth providers develop policies and procedures to conduct telehealth encounters, including the necessary paperwork to properly conduct the clinic and bill for services; and,
 - D. Identify resources required at the presenting and consulting sites to conduct the teleclinic.
- **Develop A Process For Scheduling Clinical, Educational And Administrative Events**
 - A. Utilize the KTHN web-based network schedule; and
 - B. Create reports on telehealth utilization.
- **Ensure the Privacy and Confidentiality of Telehealth Patients and Their Medical Information**
 - A. Utilize the standard telemedicine consent form (see example attached) as well as monitor the use of telehealth technology to insure the integrity of patient privacy and confidentiality.

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- **Ensure that the network remains in compliance with all Joint Commission/CMS's credentialing and privileging requirements, as well as all applicable state and federal regulatory bodies**