



OUTPATIENT CARE SERVICES POLICY AND PROCEDURE

**SUBJECT: Outpatient Care Guidelines for
Tele- Health Medical encounter**

**Policy
No.:**

5.01.02

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Revision:

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BACKGROUND

Tele-health has proven effective in long-term care management of various chronic diseases and general health status monitoring (self-reported, or with home based devices). It is useful for patient care, along with scheduled interventions such as clinic face-to-face appointments for routine follow-up and specialty referrals.

PURPOSE

To provide guidelines specific to medical, non-face-to-face telephone encounters between a patient and a clinic provider. Tele-health medicine provides an alternative to providing patient care. It does not replace traditional face-to-face clinic visit, but is an option for the patient to access care.

POLICY

Patients meeting criteria set for tele-health medicine are identified and scheduled accordingly. Patient must agree to have a follow-up done via telephone. Providers engaged in tele-health visit are expected to maintain HIPAA and PHI confidentiality. All documentations are entered in accordance to Health Information Management standards.

PROCEDURES

Medical provider providing primary care in medical homes will identify patients appropriate for tele-health visits by following the patient criteria below:

1. The patient is established in the medical home with the empaneled provider.
2. The patient is deemed stable by the medical provider by the state of recovery and overall condition.
3. The patient has established support at home.
4. The patient agrees with the tele-health follow -up; a face-to-face clinic visit can be arranged if needed by provider or per the patient's request.
5. The patient or the care taker is able to follow through with the plan of care.

Order Entry

Enter all orders for laboratory electronically through hospital information system. Only authorized requestors at Rancho Los Amigos Outpatient Care Center can enter orders

EFFECTIVE

DATE: 8/21/15

APPROVED BY:

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Signature(s) on File.

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for laboratory identified in this protocol. If the computer is down, test requests should be made using the Downtime Laboratory Request Form

Documentation

Document all requested orders for laboratory in hospital information system. Provide patient education regarding laboratory tests to be completed. Provide information on how and when to contact the medical home team or the provider; provide patient education on when and where the laboratory specimen will be taken or dropped off.

REFERENCES:

Joubert, J, Bustos, M, et al (2011). Tele stroke for the Long Tern Management of Risk factors in stroke survivors, Telemedicine techniques and Applications, Prof. Georgi Grasczew (ed.)