

# Proposed Standards Revisions for Direct-to-Patient Telehealth Services

## Hospital Accreditation Program

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### PC.01.01.01

- 1 The hospital accepts the patient for care, treatment, and services based on its ability to meet the  
2 patient's needs.

#### Elements of Performance for PC.01.01.01

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- 3 2. The hospital has a written process for accepting a patient that includes the following: Criteria to  
4 determine the patient's eligibility for care, treatment, and services.
- 5 3. The hospital has a written process for accepting a patient that includes the following:  
6 Procedures for accepting referrals.
- 7 4. Hospitals that do not primarily provide psychiatric or substance abuse services have a written  
8 plan that defines the care, treatment, and services or the referral process for patients who are  
9 emotionally ill or who suffer the effects of alcoholism or substance abuse.
- 10 5. The hospital provides or refers patients who are emotionally ill or who suffer from alcoholism or  
11 substance abuse for care, treatment, and services, consistent with its written plan.
- 12 6. Administrative and clinical decisions are coordinated for patients under legal or correctional  
13 restrictions on the following:  
14 - The use of seclusion and restraint for nonclinical purposes  
15 - The imposition of disciplinary restrictions  
16 - The restriction of rights  
17 - The plan for discharge and continuing care, treatment, and services  
18 - The length of stay
- 19 7. The hospital follows its written process for accepting a patient for care, treatment, and services.  
20 (See also LD.01.03.01, EP 3)
- 21 24. If a patient is boarded while awaiting care for emotional illness and/or the effects of alcoholism  
22 or substance abuse, the hospital does the following:  
23 - Provides for a location for the patient that is safe, monitored, and clear of items that the patient  
24 could use to harm himself or herself or others. (Refer to LD.04.03.11, EP 6; NPSG.15.01.01,  
25 EPs 1 and 2)  
26 - Provides orientation and training to any clinical and nonclinical staff caring for such patients in  
27 effective and safe care, treatment, and services (for example, medication protocols, de-  
28 escalation techniques). (Refer to HR.01.06.01, EP 1)  
29 - Conducts assessments and reassessments, and provides care consistent with the patient's  
30 identified needs.
- 31 **35. For hospitals providing direct-to-patient telehealth services: The hospital has a process  
32 to confirm the location of the patient in order to assign a provider in accordance with  
33 licensure requirements and law and regulation.**

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## RI.01.03.01

34 The hospital honors the patient's right to give or withhold informed consent.

### Elements of Performance for RI.01.03.01

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- 35 1. The hospital has a written policy on informed consent.
- 36 2. The hospital's written policy identifies the specific care, treatment, and services that require  
37 informed consent, in accordance with law and regulation.
- 38 3. The hospital's written policy describes circumstances that would allow for exceptions to  
39 obtaining informed consent.
- 40 4. The hospital's written policy describes the process used to obtain informed consent.
- 41 5. The hospital's written policy describes how informed consent is documented in the patient  
42 record.  
43 Note: Documentation may be recorded in a form, in progress notes, or elsewhere in the record.
- 44 6. The hospital's written policy describes when a surrogate decision-maker may give informed  
45 consent. (See also RI.01.02.01, EP 6)
- 46 7. The informed consent process includes a discussion about the patient's proposed care,  
47 treatment, and services.
- 48 **7. The informed consent process includes a discussion about the patient's proposed care,  
49 treatment, and services.**  
50 **Note: For hospitals providing direct-to-patient telehealth services: The discussion about**  
51 **the patient's proposed care, treatment, and services includes the type of modality that**  
52 **will be used (for example, telephone, video, asynchronous communication).**
- 53 9. The informed consent process includes a discussion about potential benefits, risks, and side  
54 effects of the patient's proposed care, treatment, and services; the likelihood of the patient  
55 achieving his or her goals; and any potential problems that might occur during recuperation.
- 56 11. The informed consent process includes a discussion about reasonable alternatives to the  
57 patient's proposed care, treatment, and services. The discussion encompasses risks, benefits,  
58 and side effects related to the alternatives and the risks related to not receiving the proposed  
59 care, treatment, and services.
- 60 13. Informed consent is obtained in accordance with the hospital's policy and processes and,  
61 except in emergencies, prior to surgery. (See also RC.02.01.01, EP 4)

## RI.01.08.01

62 **For hospitals providing direct-to-patient telehealth services: The hospital informs the**  
63 **patient about his or her direct-to-patient telehealth services.**

### Elements of Performance for RI.01.08.01

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- 64 **1. The hospital informs the patient about the care, treatment, and services that the**  
65 **hospital provides either directly or by contractual arrangement.**
- 66 **2. Patients receive information about charges for which they will be responsible prior**  
67 **to the provision of care, treatment, and services.**

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- 3. Information provided to the patient prior to the provision of care, treatment, and services includes the following:**
  - **Provider name**
  - **Provider credentials**
  - **Provider hospital's contact information**