**Purpose**

To ensure that telemedicine visits are safe, confidential, and conducted in an efficient manner.

**Policy**

Telemedicine patient visits will meet the same standard of care provided during an in-person office visit. Appropriately trained staff and Texas licensed health care providers conduct all aspects of the telemedicine service.

**Procedure**

* If a provider conducts the telemedicine visit as a distant-site provider (i.e., patient is at home or other originating site), staff ensure the room in which the provider is conducting the telemedicine visit:
  + Is quiet and private
  + Has appropriate lighting
  + Has the necessary and properly working telehealth equipment
  + Has access to high-speed internet service
  + Provides access to the patient’s medical record
* If the practices conduct the telemedicine visit as the originating site:
* Staff escort the patient to a room appropriate or designated for telemedicine visits, such as an exam room or office with a closing door.
  + Staff inspect the room prior to each visit to ensure the space:
  + Is quiet
  + Has appropriate lighting
  + Provides adequate privacy
  + Has the necessary and properly working equipment
  + Has access to high-speed internet service
  + Provides the distant-site provider access to the patient’s medical record
  + Staff orient the patient to the telemedicine visit process, explaining:
    - What to expect during the visit
    - How the equipment works and what to do if it fails
    - That the visit is not being recorded
  + Staff ensure the audio volume and video quality are acceptable for both sites.
  + Staff take vital sign measurements, if requested by the provider.
  + Staff remain in the room, if requested by the patient, or the originating- or distant-site provider.
* Family or significant others may accompany the patient at the patient’s request and with permission.
* Staff place an occupied sign on the door in order to reduce interruptions during the telemedicine visit.