**Purpose**

To ensure appropriate safeguards are in place for the safety of patients receiving telemedicine services.

**Policy**

The practice will ensure that patients receiving telemedicine services will receive the same standard of care as in an in-person visit and will be safe physically, mentally, and emotionally throughout the telemedicine visit.

**Procedure**

* If there is a real or perceived threat to the patient when the patient is located off site (e.g. home) during a telemedicine visit:
* The provider or staff contact emergency personnel, and law enforcement if needed.
* If possible, the provider or staff maintain contact with the patient until emergency personnel arrive to provide any information requested.
* If there is a real or perceived threat to the patient when the patient is located at the practice (serving as the originating site) during a telemedicine visit:
* The provider and staff follow protocol for emergency events, including signaling to staff for assistance in contacting emergency services and appropriate law enforcement if needed. *(See Clinical: Ch. 19 – Automated External Defibrillator and Cardiopulmonary Resuscitation)*
* Staff or the provider stay with the patient until the appropriate steps are taken.
* Staff informs the distant site (e.g., specialty site) about the events and outcomes once the patient is safe.
* If the patient needs to be hospitalized, staff:
* Inform the patient
* Contact the facility to which patient will be taken to provide patient demographic information and a brief summary of events
* Prepare and provide the medical record electronically to the facility or send it with the patient
* Ensure safe transport to the facility, providing an address and directions, if needed, and any instructions regarding where to go and what to expect upon arrival
* Follow up with the facility to determine disposition
  + Document events in the patient’s medical record