

Telehealth: Rules and Risk Management Summary

by Capella Healthcare



WHAT'S COVERED

In this lesson, you will learn about the progress of rules and risk management and the challenges that lie ahead. Specifically, this lesson will cover:

1. Progress and Challenges Ahead
2. Resources

1. Progress and Challenges Ahead

This course covered understanding authorization to practice telehealth, including a personal reflection exercise on core principles that guide telehealth nursing. Ethics, including privacy and security of patient information, specifically as it relates to HIPAA, was covered. Best practices of informed consent for telehealth purposes were outlined, including a practice exercise evaluating one online example of informed consent. Documentation standards and requirements were reviewed to ensure patient safety and quality of care. The role of telemedicine in disaster situations was reviewed. Finally, potential liability and risk factors were highlighted, including practicing telehealth across state lines.

Although not covered in this course, **asynchronous** telehealth provides other opportunities for patient support. It includes such emerging technologies such as:

- **Store-and-forward technologies** that can be used to collect data that is transmitted and interpreted at a later time
- **Remote patient monitoring tools**
- Patient portals
- Other smartphone apps

The future of telehealth is exciting, even though there are still some challenges to overcome. New mobile and wearable biotech devices and other remote monitoring will continue to increase our capabilities to meet patient needs and demand for convenience, access, and lower costs. As new levels of electronically mediated interactions expand, it is disrupting the current way healthcare is delivered. Risk mitigation will continue to be a focus on advanced technology. It is inherent for risk managers and clinicians to keep abreast of current developments and remain flexible and open-minded as they guide their organizations to manage new risks

and opportunities as they arise.



TERMS TO KNOW

Asynchronous

Communication that is not happening in real-time, such as a recording or video.

Store-and-Forward Technologies

Devices that allow for the electronic transmission of medical information, such as digital images, documents, or data.

Remote Patient Monitoring

Using the latest advances in information technology to gather patient data outside of traditional healthcare settings, such as via apps, devices, etc.

2. Resources

For further information on rules and risk management, visit:

- [NETRC: Resources for Clinical Telehealth Guidelines, Standards, Policies—updated for COVID era](#)
- [AACN: Telehealth Nursing Practice Scope and Standards](#)
- [AAFP: Coronavirus Disease 2019 \(COVID-19\)](#)
- [AHRQ: Telehealth Informed Consent](#)
- [CDC: Health Literacy](#)
- [CCHPCA: Current State Laws & Reimbursement Policies](#)
- [HealthIT: Telemedicine and Telehealth](#)
- [FSMB: Telemedicine Policies](#)
- [Nurse.org: Telehealth Nurse](#)
- [The Joint Commission Telemedicine Standards](#)

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Support

If you are struggling with a concept or terminology in the course, you may contact TelehealthSupport@capella.edu for assistance.

If you are having technical issues, please contact learningcoach@sophia.org.



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