

A5.7 TELEHEALTH VISITS FOR TITLE X SERVICES

Purpose

The purpose of this policy is to describe the Iowa HHS Title X process for ensuring SRs and service sites compliance with the Title X FP requirements if a SR /service site chooses to provide services virtually through telehealth.

Policy

The provision of health care via telehealth is a mechanism to increase access to healthcare services by allowing healthcare providers to assess, diagnose, and treat patients without requiring both the individuals to be physically co-located.

“Telehealth” is not a service or a service delivery method; rather, telehealth is a mechanism or means for delivering a health service(s) to health center patients using telecommunications technology or equipment.

Procedure

Iowa HHS will ensure each SR has the following if telehealth services are provided:

- A policy developed and maintained that outlines which visits can be done remotely.
- Staff workflows developed and maintained.
 - Best practices from University of California San Francisco:
<https://beyondthepill.ucsf.edu/contraceptive-care-during-covid-19#telehealth-clinic>.
- Equipment/Training - Utilization of appropriate equipment, internet security, connectivity, HIPAA compliant telehealth platform, with staff appropriately trained to operate such equipment.
- Privacy/Confidentiality - Maintaining the confidentiality of patient information and records, including all information as to personal facts and circumstances obtained by the health center staff about recipients of services delivered via telehealth.
- Medical Records/Documentation - Documenting services provided via telehealth and reflected in the FP data system.
- Billing - Has the ability to follow appropriate billing guidelines for authorized telehealth services.

*Guidance for SRs Rendering Services via Telehealth**

- Identify clients via three unique identifiers, such as name, date of birth and address.
- Verify the client is in a private space or identify other individuals who are with the client.
- Confirm how patients will be fully informed about and consent to the delivery of health services via telehealth.
- Ensure appropriate client documentation.

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References	<p>Title X Program Handbook (https://opa.hhs.gov/sites/default/files/2022-08/title-x-program-handbook-july-2022-508-updated.pdf)</p>
Additional Resources	<p>Health Resources & Services Administration (HRSA) - Program Assistance Letter, January 27, 2020 (https://bphc.hrsa.gov/sites/default/files/bphc/programrequirements/pdf/telehealth-pal.pdf)</p> <p>Best practices from University of California San Francisco (https://beyondthepill.ucsf.edu/contraceptive-care-during-covid-19#telehealth-clinic)</p> <p>Telehealth Visit Etiquette Checklist by the American Medical Association (://www.ama-assn.org/system/files/2020-04/telehealth-appendix-g4-telehealth-visit-etiquette-checklist.pdf)</p>