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## Telehealth Policy

### Standard of Care

The standard of care for practicing telehealth at Midwest Wellness Institute (MWI) is the same as that of traditional medicine. The provider will validate their own credentials to the patient, e.g. medical license or other clinical qualifications, on an as needed basis. The evaluation, consultation, and/or prescribed treatment are all thoroughly documented in the patient's medical record or electronic health record (EHR). If, for any reason, the health professional believes the evaluation, diagnosis, or treatment will be too complicated for telehealth, the patient must make an appointment for an in-person appointment before any medical advice is given.

### Informed Consent

Prior to receiving treatment, the provider or facility staff where the patient is accessing telehealth services, will obtain informed consent from the patient to receive telehealth services. The patient will be provided with the risks, safety protocols regarding before, during, and after the service is rendered and the protocol for usage of telehealth services. All services offered online via telehealth will be clearly disclosed to the patient

### Continuity of Care

Follow-up care will be readily available to the patient, if needed, either from the provider conducting the telehealth or another designated provider. As with in-person treatment, follow-up care will be prescribed and recommended on an as-needed basis and will be communicated to the patient. If requested, the patient may obtain their medical records or have their records sent to another provider for whom they have signed a release of information.

### Referrals for Higher Level of Care

Providers practicing telehealth will establish an emergency plan that can be implemented when the information obtained indicates that the patient requires a higher level of care.

### Medical Records

The medical record for telehealth will be consistent with standards required for documentation in traditional treatment.

Medical records for telehealth will include the following:

- Copies of all patient-related electronic communications
- Laboratory tests and results, evaluations, consultations, and prescriptions
- Records of past care, if available
- Date and time of the appointment
- Provider dictation of the appointment

### Quality Assurance, Privacy, and Health Insurance Portability and Accountability Act (HIPPA)

All applicable federal and state legal requirements for the privacy and security of medical records and health information will be met or exceeded when utilizing telehealth services. This includes compliance with HIPPA and state privacy, security, confidentiality, and medical record retention rules and laws. All data transmitted by providers electronically will be sent via use of encryption that meets current standards.

Devices used to transmit protected health information will have up-to-date security software to guard against cyber-attacks. In the event of a technological failure, the provider will communicate a plan of action to the patient and/or facility where patient is accessing telehealth.



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### **Prescribing**

When prescribing via telehealth, precautions will be taken to ensure patient safety in the absence of a traditional physical examination. Measures taken will guarantee patient safety through informed, accurate, and error prevention practices. Medications prescribed using telehealth technologies will only include medications considered safe by the provider's state board. In addition, any medications prescribed must be done at the professional discretion of the provider. Providers will have knowledge of the availability of medications in the patient's geographic location and the other providers caring for the patient. Caution will be exercised in prescribing medications that require close monitoring or that could lead to acute changes in a patient's condition, particularly if the patient is not in close proximity to a health facility or healthcare provider.