



Telemedicine for Individuals with Intellectual
& Developmental Disabilities

Company Name: _____

Date implemented: _____

EXAMPLE POLICY ONLY

Title: StationMD Physician-Guided Telehealth Accessibility and Implementation Policy

Policy Statement:

This policy is established to delineate the guidelines and principles governing the implementation of telehealth services within [Insert Organization Name]. Recognizing the unique healthcare needs of individuals with Intellectual and Developmental Disabilities (IDD).

Background:

Individuals with Intellectual and Developmental Disabilities (IDD) often face challenges when non-emergent medical issues arise outside regular clinician hours, leading to potentially distressing emergency department or urgent care visits. To mitigate these challenges and support agencies in adhering to standards, the integration of on-demand, synchronous telemedicine emerges as a promising supplement to care.

Objective:

The objective of this policy is to establish clear guidelines and procedures for the seamless integration and maintenance of a Physician-Guided Telehealth service to enhance healthcare accessibility for individuals with Intellectual and Developmental Disabilities (IDD) receiving our services. This 24-hour service is designed to facilitate timely and effective medical consultations, assessments, and interventions, ensuring individuals receive high-quality healthcare remotely. This policy aims to promote the effective use of telehealth technologies, safeguard patient privacy, promote quality of care, and ensure seamless coordination between remote physicians and on-site staff in providing healthcare services. StationMD is not meant to replace primary care or nursing services but meant to work in conjunction with.

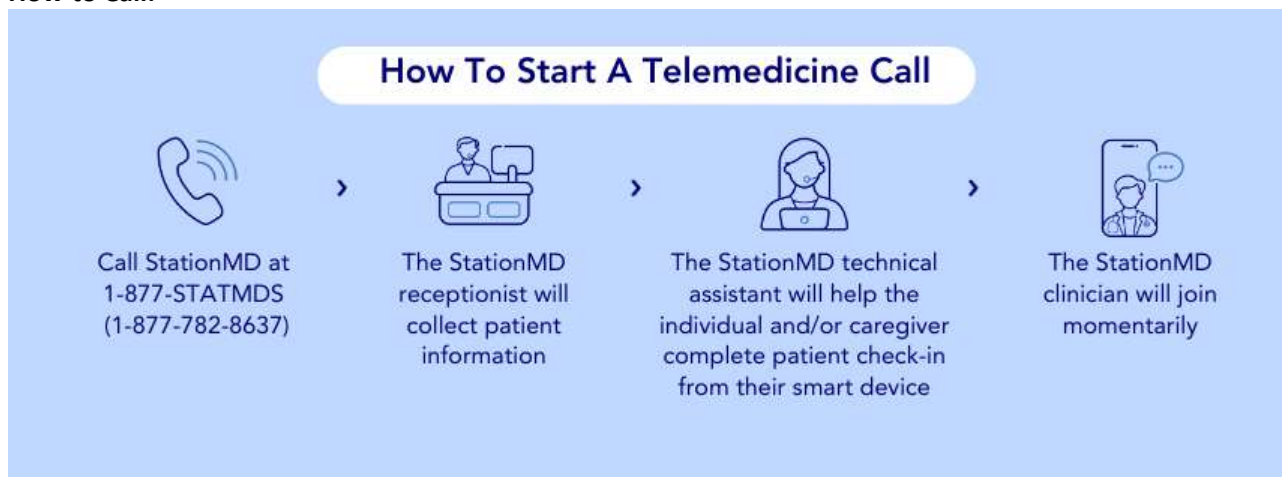
What is Physician-Guided Telehealth:

Physician guided telehealth refers to a telehealth or telemedicine service where healthcare professionals, particularly physicians, take an active and guiding role in providing remote healthcare services to patients. In a physician-guided telehealth model, a licensed physician is typically involved in the diagnosis, treatment planning, and overall management of a patient's healthcare through virtual means.

How it Works:



How to Call:



Procedure:

StationMD physician-guided telehealth services will be utilized to assess and evaluate non life-threatening medical concerns including but not limited to illness, injury and general medical inquiries. These services are available 24hrs a day 7 days a week.

Staff are directed to utilize StationMD for the following:

- Prescription refills & medication questions
- Nausea, vomiting, fever, coughs, nasal drainage, & seasonal illness symptoms
- Abnormal breathing or wheezing

- Diarrhea, watery stools, constipation, bowel movements containing blood
- Frequent urination, unable to urinate, blood in urine
- Routine seizures
- Falls, injuries, minor vehicle accidents involving an individual
- Migraines
- Swelling & bruising
- Rashes, bed sores, broken skin, lacerations, abrasions, & burns
- Red or crusty eyes
- Abnormal blood pressure or blood sugar
- Loss of appetite
- Behavioral health episodes or emotional escalation
- Signs an individual is in discomfort

Staff are directed to call 9-1-1 anytime an individual requires immediate emergency medical attention, including:

- If an individual is unconscious or unresponsive for any reason
- Blood in vomit that's bright red or looks like "coffee grounds"
- Obvious sign of a broken bone
- Uncontrolled bleeding of any kind
- Allergic reactions causing itching, hives, trouble breathing, dizziness & weakness
- Poison ingestion
- Attempted suicide

On Call Services:

Physician guided Telehealth services provided are designed to complement On-Call Nursing and are not intended as a substitute. StationMD will assess and evaluate illnesses, injuries, and general medical concerns. It is essential to note that On-Call Nursing remains necessary for issues beyond the scope of StationMD services. This includes tasks such as receiving and processing new medication orders, updating medication administration records, staff training, APS or DHI notifications or inquiry requests, and specific agency reporting guidelines (e.g., admission and discharge notifications, death notifications, etc.).

Implementation Guidelines:

Training and Education: Provide comprehensive training for on-site staff to facilitate effective collaboration with remote physicians and ensure proper use of telehealth technologies upon hire and as needed. Training should include when and how to use services.

Technology Infrastructure: Invest in reliable telehealth platforms and technologies, ensuring secure and stable connectivity for both on-site and remote participants.

Patient Consent: Insert your organization's instructions on obtaining informed consent for services. Consent to obtaining medical services is often implied in an individual's support plans.

Documentation: Copies of medical records will be stored in the individual medical chart in compliance with the agency record-keeping standards.

Quality Assurance: Implement regular reviews and assessments of the telehealth program to ensure compliance with established protocols and to identify opportunities for improvement.

Review and Revision:

This policy will be subject to periodic review to ensure its effectiveness and relevance. Any necessary revisions will be made in consultation with relevant stakeholders, including physicians, staff, and legal advisors.

Approval:

This policy has been reviewed and approved by [Name and Position], and is effective as of [Effective Date].

Signature:

Date:

Disclaimer: This document is a preliminary draft and guide for organizations developing policies. It is not a finalized policy and may require customization to meet specific needs and legal considerations. The content is provided "as -is," with no guarantees of completeness, accuracy, or suitability. This draft is subject to change, and organizations use it at their own risk. By accessing this document, organizations agree to the terms of this disclaimer and are encouraged to periodically review and update policies.