



## TeleHealth New Site and Service Requests

### 1. SCOPE

- 1.1. Systemwide

### 2. DEFINITIONS & EXPLANATIONS OF TERMS

- 2.1. **Existing Site:** A site which is a Marshfield Clinic or non-corporate Marshfield Clinic site including outpatient clinics, skilled nursing facilities, hospitals, and other organizations which have trained telepresenters and where TeleHealth technologies are in place to provide clinical services via TeleHealth.,
- 2.2. **Existing Provider:** A Marshfield Clinic provider currently set up with TeleHealth technologies and trained to provide services via TeleHealth to internal and external sites.
- 2.3. **External Site:** A site which is a non-corporate Marshfield Clinic site including outpatient clinics, skilled nursing facilities, hospitals, and other organizations where services may be delivered via TeleHealth.
- 2.4. **Internal Site:** A site which is a corporate Marshfield Clinic site including outpatient clinics, skilled nursing facilities, hospitals, and other organizations where services may be delivered via TeleHealth.
- 2.5. **New Site:** A non-Marshfield Clinic corporate site that does not currently receive services via TeleHealth from any Marshfield Clinic providers.
- 2.6. **New Service:** A Marshfield Clinic specialty or primary care service (ie, Cardiology, Rheumatology, Pulmonary, etc.) that is currently not provided via TeleHealth from any Marshfield Clinic location. This does not include new providers who are in a department that currently uses TeleHealth for access to care.

### 3. PROCESS BODY

This document applies to all Marshfield Clinic staff who may receive a request to establish a new site with access to services from Marshfield Clinic (non-corporate) or a new service specialty. This document does not apply to existing internal or external Marshfield Clinic sites currently receiving existing TeleHealth services.

#### 3.1. Request from Non-Marshfield Clinic Site (External) for New Services

- a. The request for affiliation with Marshfield Clinic TeleHealth comes from an external new site to the Director of TeleHealth, a regional Division Administrator, Division Medical Director, provider, or manager.

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- b. The request is referred to the Director of TeleHealth to conduct an initial analysis The TeleHealth Director will
  - Contact the new site and establishes the interest and the needs of the new site;
  - Meet with the New Services Work Group to verify reimbursement requirements;
  - Determine technology requirements;
  - Validate existing service providers at Marshfield Clinic
- c. TeleHealth Director forwards the request with supporting discussion to the Division Medical Directors and Administrators to determine interest and with whom to move forward and cc's the COO and CMO of Marshfield Clinic.
- d. DMDs and DAs determine region and providers to approach and communicate to the TeleHealth Director, who then meets with providers and new site to begin implementation plan for services.

### **3.2. Request from Non-Marshfield Clinic Site (External) for Existing Services**

- a. The request for affiliation with Marshfield Clinic TeleHealth comes from an external new site to the Director of TeleHealth, a regional Division Administrator, Division Medical Director, provider, or manager.
- b. The request is referred to the Director of TeleHealth to conduct an initial analysis The TeleHealth Director will
  - Contact the new site and establishes the interest and the needs of the new site;
  - Meet with the New Services Work Group to verify reimbursement requirements;
  - Determine technology requirements;
  - Validate existing service providers at Marshfield Clinic
- c. TeleHealth Director forwards the request with supporting discussion to the Division Medical Directors and Administrators to determine any concerns with moving forward, with a cc to the COO and CMO.
- d. TeleHealth Director moves forward with approval from the regional DMD accepting the request and establishes the site as an affiliate with Marshfield Clinic receiving existing services.

### **3.3. Request from Marshfield Clinic Site for New Service**

- a. The request for a new service from a Marshfield Clinic provider comes from an external site to the Director of TeleHealth, a regional Division Administrator, Division Medical Director, provider, or manager.
- b. The request is referred to the Director of TeleHealth to conduct an initial analysis The TeleHealth Director will
  - Meet with the New Services Work Group to verify reimbursement requirements;
  - Validate existing service providers at Marshfield Clinic

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- c. TeleHealth Director forwards the request with supporting discussion to the Division Medical Directors and Administrators to determine interest and with whom to move forward and cc's the COO and CMO of Marshfield Clinic.
  
- d. DMDs and DAs determine region and providers to approach and communicate to the TeleHealth Director, who then meets with providers to begin implementation plan for services.

#### **4. ADDITIONAL RESOURCES**

- 4.1. References:
  - None applicable
  
- 4.2. Supporting documents available:
  - None applicable

PROCESS

**5. DOCUMENT HISTORY**

Version No.	Revision Description
.0	New Document

PROCESS

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