

## Telehealth Operations-Patient Information Security

### 1. SCOPE

- 1.1. System Wide

### 2. DEFINITIONS & EXPLANATIONS OF TERMS

- 2.1. Telepresenter: is the clinical presenter of the patient at the remote patient site and has a direct patient-provider relationship.
- 2.2. Information Systems Technician (IS): is a non-clinical staff member whose primary responsibility is to maintain the integrity of the video network, hardware and respond to Helpline calls.
- 2.3. Interactive Telehealth Consult: is a real time, two-way interaction with audio and video, between a patient and consulting provider.
- 2.4. Marshfield Clinic Telehealth runs on the proprietary IS network of dedicated 10meg, 30meg, 43meg, T1 or DS3. The hardware and software are all HIPAA compliant as well as the human systems responsible for operation and maintenance of the network.

### 3. POLICY BODY

The Marshfield Clinic respects and will protect every patient's right to have all information they share with health care professionals kept confidential.

Patient information, regardless of its media, i.e. written, verbal, or stored in paper, photograph, video, or electronic format may be used for a variety of legitimate purposes; for example, patient care, quality review, education, research, public health, legal, and reimbursement. Regardless of its use, patients must be assured the information they share with health care professionals will remain confidential. Without assurance, patients may withhold critical information which could affect the quality and outcome of care, as well as the reliability of the information.

#### 3.1. Conduct

- a. Telehealth and all inclusive activities associated with Telehealth are a part of Marshfield Clinic Health System and are governed by the policies and procedures of Marshfield Clinic Health System with regards to privacy, confidentiality, security, and Health Insurance Portability and Accountability Act compliance.
- b. No separate policies or procedures are necessary to govern Telehealth activities.
- c. Specific procedures may apply to regulated patient populations such as those receiving substance abuse and mental health services.

- d. Employees observing other employees violating patient privacy during Telehealth consultations in the Marshfield Clinic Health System should report the incident to their manager.
- e. All alleged violations of the Telehealth Security Policy will be investigated by managers and/or appropriate personnel.
- f. Employees found in violation of this policy are subject to disciplinary actions up to and including, immediate termination.

### 3.2. Procedure

- a. The telepresenter educates the patient that they may request private time with the clinician if the patient so chooses, at which time the telepresenter would step out of the exam room.
- b. The provider must announce if anyone else is in the room and ask permission. If the patient does not want anyone in the room, the provider must excuse the staff member from the consult.
- c. During technical difficulties, the Telepresenter will move the camera off the patient and onto a position in the room where the Telepresenter can be viewed but where all electronically transferred patient data cannot be viewed prior to calling the Information systems Helpline.
- d. The Telepresenter will then inform the patient that s/he needs to involve technical staff to determine the source of the problem. The patient will be given the option of waiting in the exam room, waiting area or to reschedule.

## 4. ADDITIONAL RESOURCES

### 4.1. References:

- See [Employee Conduct Policy](#)

## 5. DOCUMENT HISTORY

Version No.	Revision Description
1.0	Conversion from Policy Handbook to Doc Control, former Policy #3109.1
2.0	Updated link for Employee Conduct Policy
3.0	Removed Marshfield Clinic Logo, Updated Quick Part in Header

## 6. DOCUMENT PROPERTIES

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1/29/2018 3:25:08 PM

This document has been electronically signed and approved by: Krueger, Kori K MD on:

2/1/2018 9:19:12 AM

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POLICY