

### Administrative Procedures

- Provide workflow procedures to manage telehealth alongside school health suite and other school-based health center services, including:
  - Staffing allocation including credentials and training relevant to each staff person’s role in the telehealth program.
  - Role of each staff including the role of the school nurse or health aid present in the school health suite.
  - Proposed range of telehealth services based on needs assessment.
  - Process used to for determine appropriateness of student’s health concern for the telehealth program.
  - Demonstrate familiarity with and adherence to relevant confidentiality protections (i.e. HIPAA and FERPA, as applicable).
    - Description of the plan to records keeping for telehealth services separate from health suite records.
    - Policy on sharing records between school nurse and telehealth program staff when needed.
- Policy and procedures regarding communication with parents to advertise the center services and during visits when a parent is not present.
- Policy and procedures regarding communication with the student’s primary care providers in compliance with COMAR 10.09.68.03(C)(5).
- Process for communicating any required prescriptions and orders for laboratory or imaging studies.
- Policy and procedures regarding immediate referral to acute care, as needed.
- Policy and process regarding administering medications in the telehealth center according to the center implementation plan (SBHC level of service).

### Technology

- Demonstrate HIPAA-compliant written protocols for ensuring the authentication and authorization of users of the telehealth equipment, prevention of unauthorized access to the telehealth equipment, and notification procedures for any data breaches.
- Demonstrate written protocols and schedules for testing and maintenance of telehealth equipment (according to manufacturer’s instructions) and including a log of all technical problems or issues and their respective resolutions.
- Provide a contingency plan to be implemented if there is a loss of connectivity to the distant site provider. Provide a contingency plan to be implemented if there is a problem providing adequate service due to other factors such as child cooperation or difficulty of the exam.

### Preparation for Telehealth Visit

- Provide a copy of preparation work-flow plans, including:
  - Confirming equipment is in working order and accessible.
  - Identifying clinical goals for the encounter
  - Providing the distant site provider with relevant health information prior to the telehealth encounter, where possible.

### Patient Education and Support

- Demonstrate plans to educate patients on what to expect during telehealth encounter including identifying camera and microphone locations to the patient.

### Knowledge and Skills

- Provide proof of training of the staff for the knowledge and skills necessary to operate the equipment and any peripheral devices.
- Demonstrate plans to evaluate telepresenter(s) competency with the equipment.
- Verify credentials of distant provider and their competency in providing telehealth services.
- Description of who will staff the telehealth center, their training and competencies.

### Follow-Up

- Provide work-flow plan for:
  - Scheduling follow-up appointments, where necessary,
  - Provide a plan to the patient and his/her parent or guardian, as appropriate, for follow-up with the SBHC when the student does not have a primary care provider. Having a licensed clinician or other individual with appropriate training and skills review instructions with the patient and his/her parent or guardian.
  - Ensuring care coordination with the patient's primary care provider and/or specialty providers, where applicable.
- Demonstrate work-flow plan to document encounter in the patient's medical record. Medical records must include copies of all patient-related electronic communication, prescriptions, laboratory and test results, evaluations and consultations, and records of past care and instructions.