Metadata key words:

coronavirus, COVID-19, coronavirus best practices, COVID-19 best practices, coronavirus protocols, coronavirus tips, tips for healthcare providers, COVID-19 resources, coronavirus resources, Telehealth, telemedicine, Virtual Care

##### **Sample Policy: Remote Provider Telecommuting**

##### **(Work from Home) for Telehealth Visits**

As a way to support effective “social distancing” with the goal of slowing the spread of highly contagious diseases, [name of organization] is allowing Providers to telecommute (work from home) subject to the guidelines listed below.

Telecommuting entails a work-at-home arrangement with Providers whose job responsibilities are suited to such an arrangement. Providers who wish to telecommute must first discuss the request with their department, department manager, and Division Chair.

The determination will be given by the Division Chair and CMO together with the Department Manager and may be withdrawn at any time. Each request to telecommute will be decided on an individual basis under the guidelines set forth below.

**Set-Up of Telehealth from Home**

1. The Provider needs to do telehealth visits in clinic for a few days prior to moving offsite. The provider and nurse need to develop workflows.
2. Staffing levels will continue to be low and providers will be required to start notes, ask and enter screenings such as PHQ-9 and Asthma Action Plan, and Med Rec, as to allow the provider to function without nursing support.

**Eligibility Criteria**

1. Working hours for Provider need to remain the same as if they were in clinic.
2. Must be available, accessible, and provide the same level of support as when on site
3. Must respond promptly to Jabber, voicemails, and emails during working hours
4. Demonstrates the ability to be self-disciplined and self-motivated
5. Demonstrates the ability to be well-organized with good time management skills
6. Demonstrates the ability to maintain a professional work ethic
7. Demonstrates the ability to maintain an understanding of and commitment to confidentiality
8. Demonstrates basic working knowledge of the hardware/software programs used
9. Demonstrates ability to navigate virtual software platform (e.g., Bluestream) and virtual visits
10. In compliance with task list expectations
11. HIPPA compliance must be maintained at all times. Any patient information in paper form needs to be shredded (example: provider takes notes during the visit). Other family/people in the home cannot hear/see the virtual visit.
12. Dress code is the same as working on site
13. Internet access through high-speed DSL or high-speed cable modem

\*\*\*Failure to consistently meet criteria listed above will result in denial or loss of the telehealth from home privilege.

**Home Work Environment**

Provider is responsible for maintaining a safe and functional work area that is adequate for the performance of duties.

* It should be quiet, free of distractions, secured and kept in a clean, professional, and safe condition with adequate lighting and ventilation.
* Any Google-home or Amazon Alexa devices must be turned off.
* When video component is being used, the Provider must ensure a professional environment is in view of the receiver.

The Provider will supply:

* An ergonomically correct desk and chair.
* High-speed DSL or cable internet access: The provider is responsible for purchasing, paying, and maintaining support on this product, including installation.
* A telephone for communication as needed.

Working at home is not a substitute for dependent care for which there is no other caregiver person in the home. The home healthcare Provider should not be the primary care provider for children under the age of 11 nor any individual regardless of age during their scheduled shift.

**Equipment**

* Computer and software as well as a secure VPN (virtual private network) connection are supplied by the [name of organization].
  + This computer should not be accessible or utilized by any unauthorized individuals (i.e., family members, friends, etc.).
  + The computer will be password protected. Cannot auto-save or disable passwords.
  + Provider will log off PC at the end of each shift. Ctrl+Alt+Delete to lock the workstation or disconnection from VPN will be used at all times when Providers are away from their desk.
* The computer should be in a secure location, facing away from traffic flow and out of any high-traffic or multipurpose areas.
* Equipment provided by the Clinic is Clinic property and must be handled with care. The Provider will be responsible for any damage to the equipment which does not result from ordinary wear and tear.
* If separation of employment occurs, the Provider must return all Clinic equipment by no later than the Providers last working day.

**Reference Materials**

The Provider is responsible for purchasing all other reference materials to their choosing.

**Work Schedule**

A specific work schedule, including days and hours, is determined in collaboration your department manager and Division Chair.

**Mileage**

Mileage for travel to/from your home to the Clinic is the responsibility of the Provider and is not reimbursed by the Clinic.

**Provider Telehealth from Home Workflow**

***Virtual Visits***

* Nurse completes work-up for virtual visit prior to appointment.
* Nurse communicates virtual visit is ready by Touchworks and/or Jabber.
* Provider monitors Touchworks and Jabber to determine patient is ready to be contacted.
* Send link via email or phone to start the virtual visit with the patient.
* Make sure to document virtual visit by clicking on the proper box in Touchworks.

***Phone Visits***

* Provider will make every effort to complete the Telehealth visit. In some instances, the visit may be unsuccessful and may need to be converted to a telephone visit.
* Providers will make these calls themselves and document phone call.
* If patient CCM-eligible, record the number of minutes spent with patient.
* Enter perform order if patient needs to be scheduled for a follow-up appointment.