



Emory University School of Medicine Graduate Medical Education Policy on Telehealth

Scope: Residents and fellows participating in Emory University School of Medicine (EUSOM) graduate medical education (GME) training programs accredited by the Accreditation Council for Graduate Medical Education (ACGME) who hold a Resident, Fellow or Chief Resident appointment. Residents and Fellows are hereafter referred to as “Residents”

Non-ACGME fellows will follow the privileging policy for Medical Staff and adhere to policies set by the specialty-specific training programs regarding their involvement in telehealth.

Background: Telehealth is a collection of means or methods for enhancing health care, public health, and health education delivery and support using telecommunications technologies. These include live video, mobile health, remote patient monitoring, and store-and-forward modalities.

Each hospital within the Emory system has specific policies which are required for all EUSOM faculty who plan to perform direct live video provider-to-patient services via telehealth to ensure patient safety, patient satisfaction, and appropriate billing procedures.

Policy:

Each program participating in telehealth services must conform to the policies of the participating health center under which the faculty and resident are working. In addition, all participating residents and supervising faculty must be certified for telemedicine as required by the respective healthcare system.

The Program Director must determine if resident involvement in Telehealth Services is appropriate for their education and level of training. The PD must develop program specific guidelines which outlines:

1. The residents who are eligible to provide telehealth services,
2. The faculty who may oversee resident telehealth services,
3. The level of faculty physician supervision that is required. This must be in compliance with specialty specific ACGME program requirements.

4. The type of training required as a prerequisite for providing telehealth services. The EHC Telehealth modules are highly recommended for all trainees but are required if participating in telehealth at Emory Healthcare. All individuals participating in telehealth which occurs at the VA, Grady, CHOA, or other participating site, must comply with training requirements specific to that healthcare system.
5. The parameters for direct billing of telehealth patient encounters. All residents and supervising faculty should adhere to telehealth compliance regulations as set forth by federal and state guidelines.

There must be appropriate supervision as described in the program's telehealth guidelines, and these should be approved by the relevant service chief or chairperson. In addition to supervising patient care, the supervising individual should provide feedback on resident competency in telehealth services including proficiency in:

1. Proper use of the telehealth equipment and technology
2. Proper documentation of services provided
3. Effective communication techniques
4. Understanding of appropriate application to clinical care

Program directors may request telehealth training for residents to participate in an approved telehealth program. Requests for training may not be submitted directly by residents.

Requirements for Programs:

1. All residents providing telehealth services must be approved in writing by the Program Director.
2. There must be written documentation that each resident who provides telehealth services has completed the training outlined in the program's and healthcare system's telehealth guidelines.
3. The program must ensure compliance with all ACGME Common and Specialty-specific Program Requirements regarding residents' engagement in telemedicine, particularly with regard to supervision.
4. The residents providing telehealth services should receive verbal or written feedback regarding their performance and skills in telemedicine.