



Best Practice in Telehealth Checklist

1. Does your practice plan meet state requirements for telehealth (licensure laws, etc)?
2. Does your practice plan meet federal requirements for telehealth (HIPAA, hitech act, etc)?
3. Is your chosen technology (phone, email, EHR, etc) secure and user friendly?
4. Do you have a BAA in place for all needed vendors and support services (IT, CPA, software, etc)?
5. Is your chosen hardware (laptop, phone, storage devices, etc) secure and reliable (password protected, remote wipe enabled, encrypted storage used)?
6. Have you notified your liability insurance that you are going to offer telehealth?
7. Have you changed your marketing to reflect telehealth as an available service?
8. Are your insurance contracts (if you are in-network) amended to include telehealth services?
9. Is your intake process streamlined to help clients enter services easily and securely (paperwork)?
10. Do your consents include telehealth consent and acknowledgement of risks?
11. Have you determined how you will determine goodness of fit with potential clients for telehealth?
12. Does your practice plan include verification of client identity and location?
13. Are you able to teach clients how to use the technology and troubleshoot any issues?
14. Does your practice plan include emergency planning for telehealth clients?
15. Do you have a means to receive payment from clients who see you virtually?

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