



# telehealth



# CODE OF ETHICS



## ESTABLISH TRUST

A telemedicine practitioner should establish trust by building rapport during a virtual encounter through:

- Ensuring confidentiality of the visit
- Introducing the technology that is being utilized
- Introducing yourself and your credentials
- Introducing others in the room
- Explaining why you have been asked to be there
- Getting to know the patient before diving into the clinical aspect of the encounter



**TOGETHER, WE CAN HELP TELEMEDICINE** reach its full potential as a high-quality, affordable care delivery model.



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[AmericanBoardofTelehealth.org](https://www.AmericanBoardofTelehealth.org)



### PROFESSIONAL JUDGMENT

Telemedicine practitioners must utilize professional judgment as to appropriateness of telemedicine for each specific patient situation without compromising ethical responsibility to deliver appropriate care.



### INFORM THE PATIENT

Once a patient-provider relationship is established, a telemedicine practitioner must inform the patient about the limitations of the patient-provider relationship and services provided when utilizing telemedicine.



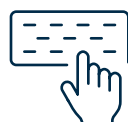
### DATA PRIVACY AND SECURITY

Telemedicine practitioners must gain patient trust through communication of data privacy and security.



### PATIENT'S RIGHTS

Telemedicine practitioner requires thoughtful attention to patient's rights when delivery of care is through telemedicine.



### PLAN OF CARE

The telemedicine practitioner should review and summarize what was discussed during the virtual encounter and decided upon with the patient, others in the room, and possibly the originating site, ensuring that everyone understands the plan of care.



### DEFINE CLARITY

The telemedicine practitioner should define clarity of roles, functions, and coverage, as is agreed by all parties to the arrangements.



### STATE LAWS AND REGULATIONS

The telemedicine practitioner should abide by state laws and regulations along with discipline-specific code of ethics to direct personal conduct and how to deliver services.



### USE OF TELEHEALTH EQUIPMENT

To be proficient in the use of telehealth equipment, the telemedicine provider must be able to do the following:

- Establish the patient-provider relationship via a remote medium
- Verify a patient's identity
- Give the appropriate type of care based on telemedicine limitations
- Document the encounter
- Give recommendations, orders or treatment plan



### STANDARDS OF CARE

Through development and implementation of standards of care, the telemedicine practitioner should advocate for policies that promote access to telehealth care for all patients.



### REPORTING OUTCOMES

By reporting outcomes using telehealth, telehealth practitioners can help validate telehealth as a solution to overcome the ethical dilemma of access to care.