

ITEMS NEEDED FOR SURVEY



TELEHEALTH

Below are items that the Surveyor will review during your Telehealth Certification virtual survey. If you have any questions, please contact your Account Advisor. To expedite the process, please have the following items uploaded to your designated computer and available electronically for your Surveyor before the start of the survey. The Surveyor should be able to scroll and review the following documents on your computer:

- Current schedule of client/patient visits set to receive telehealth services on the day of the survey, including start-of-care dates and admitting diagnoses/reasons for telehealth visit.
- Current census of clients/patients receiving telehealth services, including start-of-care dates, admitting diagnoses, and a list of disciplines providing care/services.
- Personnel list, with titles, disciplines, and hire dates of those providing telehealth care/services.
- Policies and procedures.

The table below details additional documentation that will be reviewed for evidence of compliance and identifies the ACHC Standard(s) to which it applies. Annual requirements are not applicable to facilities in operation for less than one year.

ACHC Standard	Required Item	Located
TC1-A	<p>Policy and procedure manual, with the following policies flagged:</p> <ul style="list-style-type: none"> ■ TC1-C: Conflict of interest and procedure for disclosure. ■ TC2-A: Descriptions of telehealth care/services, including limitations of care/services. ■ TC2-B: Client/Patient Rights and Responsibilities. ■ TC2-C: Informed consent. ■ TC2-D: Client/Patient grievances/complaints. ■ TC2-F: Confidentiality policies for securing and releasing Protected Health Information (PHI) and Electronic Protected Health information (EPHI). ■ TC2-G: Client/patient decisions about receiving telehealth. ■ TC2-H: Compliance Program aimed at preventing fraud and abuse. ■ TC3-A: Billing reconciliation. ■ TC5-B: Client/Patient assessment and development of the treatment plan. ■ TC6-A: Performance Improvement (PI). ■ TC7-A: Use of equipment/supplies in the provision of client/patient care/services. 	
TC1-A	Copy of current applicable license(s) or permit(s)	
TC1-B	Governing body meeting minutes and a list of governing body members, If applicable	
TC1-D	Prior regulatory inspection reports.	

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ACHC Standard	Required Item	Located
TC2-A	Description of telehealth care/services, including limitations of care/services, and evidence of marketing materials.	
TC2-B	Client/Patient Rights and Responsibilities statement.	
TC2-D	Grievance/complaint log.	
TC2-E	Written instructions provided to clients/patients on how to report grievance/complaints.	
TC2-F	Signed confidentiality statements for all personnel and the governing body/owner.	
TC2-H	Evidence of a Compliance Program.	
TC2-I	Evidence of communication assistance for clients/patients with communication or language barriers.	
TC3-A	Evidence of proper billing for care/service provided.	
TC4-A	Personnel records contain evidence of education, training, experience. Verification of licensed/certified/registered personnel credentialing.	
TC4-B	Job descriptions are consistent with the organizational chart.	
TC4-C	The personnel records for all employees who provide care/service and/or who have access to client/patient records contain evidence of appropriate background checks that includes: <ul style="list-style-type: none"> ■ Criminal background checks ■ Office of Inspector General (OIG) exclusion list 	
TC5-A	Client/patient record contain all required items as identified in the standards.	
TC5-C	Evidence of a written treatment plan for each client/patient.	
TC5-D	Evidence of client/patient education.	
TC6-A	Performance Improvement (PI) program.	
TC7-A	Maintenance logs of equipment used in the provision of care/services.	