

CERTIFICATION ANNUAL COMPLIANCE CHECKLIST

TELEHEALTH

Use this checklist to audit your telehealth services and operations annually to ensure compliance with annual requirements. This checklist also helps you determine if your organization is in compliance with applicable local, state, and federal laws and regulations. This checklist is not intended to replace your own comprehensive review of ACHC Telehealth Certification Standards, nor does it guarantee a successful certification decision. For any areas found to be out of compliance, it is recommended that your organization implement an internal plan of correction and monitor results for compliance.

Section 1: Organization and Administration		
ACHC Standard	Expectation	Comments
TC1-A	All applicable licenses and permits are current.	
TC1-B	Governing body meeting minutes have been properly documented.	
TC1-C	Any conflicts of interest have been properly disclosed.	
TC1-D	Negative outcomes affecting certification, regulatory compliance, or licensure are documented and reported to the governing body/owner, ACHC, and other applicable parties.	
Section 2: Program and Service Operations		
ACHC Standard	Expectation	Comments
TC2-A	Marketing materials are current and accurately reflect the care/service provided.	
TC2-B	The Client/Patient Rights and Responsibilities document is current.	
TC2-C	The organization has obtained informed consent for all clients/patients receiving telehealth care/services.	
TC2-D	All grievances/complaints have been documented, investigated, resolved, and reported to the governing body/owner.	
TC2-E	Information is provided to clients/patients on how to report grievances/complaints, including provision of the contact information for the organization, appropriate state agencies, and ACHC.	
TC2-F	All personnel, contracted individuals, and governing body members have a signed confidentiality statement.	
TC2-G	Decisions by clients/patients to terminate the use of telehealth care/services are properly documented.	
TC2-H	Evidence that compliance issues have been reported and documented and that appropriate corrective action has been taken.	
TC2-I	Language resource information is current and available to personnel to assist clients/patients with limited English proficiency or disabilities.	

Section 3: Fiscal Management		
ACHC Standard	Expectation	Comments
TC3-A	Sound financial and accounting practices are implemented to ensure accurate accounting and billing.	
Section 4: Human Resource Management		
ACHC Standard	Expectation	Comments
TC4-A	All credentialing activities are up to date.	
TC4-B	All job descriptions are consistent with the organizational chart and are up to date; new job descriptions have been signed.	
TC4-C	All background checks are completed on personnel who provide care/services to clients/patients and/or have access to client/patient records.	
Section 5: Provision of Care/Services and Record Management		
ACHC Standard	Expectation	Comments
TC5-A	All client/patient records contain all required documentation.	
TC5-C	There is evidence of a written treatment plan for each client/patient.	
Section 6: Quality Outcomes/Performance Improvement		
ACHC Standard	Expectation	Comments
TC6-A	The organization has evidence of an ongoing, organization-wide Performance Improvement (PI) program that measures, analyzes, and tracks quality indicators, including adverse client/patient events, and other aspects of performance that enable the organization to assess processes of care, services, and operations to show measurable improvement in the indicators related to improved outcomes.	
Section 7: Risk Management: Infection and Safety Control		
ACHC Standard	Expectation	Comments
TC7-A	Quality control logs are maintained for any equipment used in the provision of care/services.	