

UW GME Telehealth Training Policy

Scope: Residents and fellows participating in University of Washington (UW) graduate medical education (GME) training programs accredited by the Accreditation Council for Graduate Medical Education (ACGME) or American Board of Medical Specialties (ABMS) Specialty Board, who hold a Resident, Fellow or Chief Resident appointment. This also includes Senior Fellows in non-ACGME clinical fellowship programs who are not credentialed through the Office of Medical Staff Appointments (OMSA). Residents, Fellows, Chief Residents, and Senior Fellows are hereafter referred to as “Residents”

Non-ACGME fellows with an Acting Instructor title will follow the privileging policy for Medical Staff.

Background: Telehealth is a collection of means or methods for enhancing health care, public health and health education delivery and support using telecommunications technologies.¹ These include live video, mobile health, remote patient monitoring, and store-and-forward modalities. Telehealth privileges are required for all UW Medicine providers who plan to perform direct live video provider-to-patient services via telehealth, to ensure patient safety, patient satisfaction, and appropriate billing procedures.

Policy: UW Medicine Telehealth Services provides telehealth training to providers on how to conduct a telehealth encounter. This policy applies as well to any resident who will provide direct live video provider-to-patient services. In addition to required training, telehealth privileges reflect 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 or attending physicians may request telehealth training for residents to participate in an approved telehealth program. Requests for training may not be submitted directly by residents.

Requirements: All residents providing telehealth services must complete training and be approved for this activity by their program director and UW Medicine Telehealth Services.

Training Requirements:

1. Program Director or attending physician submits request for telehealth training for individual resident to telehealth@uw.edu.
2. Resident completes initial telehealth provider training in the UW Medicine Learning Hub. This includes:
 - ☐ *Telehealth Training for UW Medicine Providers*
 - ☐ *InTouch Platform Overview* or *Zoom Telehealth Technology*, as appropriate for the provider’s specialty.
 - ☐ Downloading the “Resident Telehealth Privileging Request Form”
3. Resident submits a completed “Resident Telehealth Privileging Request Form” signed by Program Director to telehealth@uw.edu.

¹ Center for Connected Health Policy. About telehealth. <https://www.cchpca.org/about/about-telehealth>. Published 2019. Accessed July 1, 2019.

4. Telehealth Services Medical Director signs request form, sends to GME Office for approval.
5. GME Office uploads completed form to MedHub.

Other Requirements for Residents:

1. Hold an active Washington State provider license;
2. If applicable, meet any additional credentialing requirements of the originating site² where the patient is located;
3. Be supervised by a provider who has been privileged in telehealth; and
4. Maintain active privileges in accordance with [Washington State telemedicine guidelines](#).

Compliance: Completion of the telehealth provider training will be documented in the UW Learning Hub and MedHub.

Questions: Contact UW Medicine Telehealth Services at telehealth@uw.edu.

² Originating Site: Location of the patient at the time the service is provided via a telecommunication systems. Distant Site: The site at which the physician or other licensed practitioner delivering the service is located at the time the service is provided via a telecommunication systems.