

Joint Commission International
Certification Standards for

Telehealth



Joint Commission International Mission

A division of Joint Commission Resources, Inc.

The mission of Joint Commission International (JCI) is to improve the safety and quality of care in the international community through the provision of education, publications, consultation, and evaluation services.

© 2023 The Joint Commission, on behalf of Joint Commission International

Published by Joint Commission Resources
Oakbrook Terrace, Illinois 60181
<https://www.jcrinc.com>

Joint Commission Resources educational programs and publications support, but are separate from, the accreditation and certification activities of Joint Commission International. Attendees at Joint Commission Resources educational programs and purchasers of Joint Commission Resources publications receive no special consideration or treatment in, or confidential information about, the accreditation and certification processes.

All rights reserved. No part of this publication may be reproduced in any form or by any means without written permission from the publisher. Requests for permission to make copies of any part of this work should be sent to permissions@jcrinc.com.

ISBN: 978-1-63585-297-4

For more information about Joint Commission International, please visit
<https://www.jointcommissioninternational.org>.

Development Team

Director, Standards Development and Interpretation
Ron Quicho, MS, MBA

Former Associate Director, Standards Development and Interpretation
Nathan Schreier, MHA, CPC, HCS-C

Subject Matter Experts

Waqas Ahmed, MD, FACP
Founder and CEO, American TelePhysicians, USA

Ahmad Awada
Senior Manager Virtual Health at Mediclinic Middle East, UAE

Manish Kohli, MD, MPH, MBA, FHIMSS, FAAFP
Senior Advisor at Albright Stonebridge Group, USA

Elizabeth A. Krupinski, PhD, FSPIE, FSIIM, FATA, FAIMBE

Professor and Vice Chair for Research at Emory University, USA

Associate Director, Standards Development and Interpretation

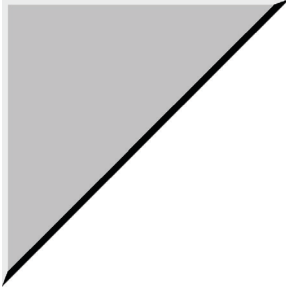
Claire Sorenson, PhD, RN

Paulo Neno, MD
Surveyor, Joint Commission International, USA

Kathryn Rapala, DNP, JD, RN, CPPS
Director, Telehealth Accelerator, Director, Health Systems Leadership, and Clinical Assistant Professor at Marquette University College of Nursing, USA

Francine Westergaard, RN, MSN, MBA
Principal Consultant, Joint Commission International, USA

Rebecca Wiedmeyer, RN
Director of HIT Solutions at Alliance Chicago, USA



Contents

Introduction	1
Section I: Certification Participation Requirements.....	7
Certification Participation Requirements (CPR).....	8
Section II: Patient-Centered Standards	16
International Patient Safety Goals (IPSG)	17
Access to Telehealth Services and Care (ATSC).....	26
Patient Rights and Responsibilities (PRR)	34
Medication Management and Review (MMR)	37
Section III: Health Care Organization Management Standards	40
Quality Data and Continuous Improvement (QDCI).....	41
Governance, Strategy, and Oversight (GSO)	44
Telehealth Staff Qualifications (TSQ).....	48
Information Systems and Equipment Management (ISEM)	52
Summary of Key Certification Policies	65
Glossary	74