

Telehealth Service Guidelines for Staff

Date: [Insert Date]

To: All Staff Members

From: [Your Name] [Your Title]

Subject: Telehealth Service Guidelines

Dear Team,

As we continue to adapt to the increasing demand for telehealth services, it is essential that we adhere to the following guidelines to ensure the highest quality of care for our patients:

1. **Confidentiality:** Always ensure that any patient information discussed during telehealth sessions remains confidential and secure.
2. **Technology:** Familiarize yourself with the telehealth platform we are using and ensure your equipment is functioning properly before each session.
3. **Patient Verification:** Verify the identity of patients at the beginning of each session using the protocols provided.
4. **Documentation:** Maintain accurate and thorough documentation of all telehealth encounters in the electronic health record.
5. **Follow-up:** Ensure to schedule any necessary follow-up appointments and communicate clearly with patients regarding their care plan.

Your adherence to these guidelines is crucial as we strive to deliver effective telehealth services. If you have any questions or need further clarification, please do not hesitate to reach out.

Thank you for your commitment to providing exceptional care.

Sincerely,

[Your Name]

[Your Title]