Video Teleconferencing Requirements

Devices | Equipment

The distant site and originating site will use high quality cameras, audio, and transmission equipment that are appropriate for the telehealth assessments. The devices shall have up-to-date security software. Both organizations will use device management software to provide consistent oversight of applications, devices, data configuration, and security. In the event of a technology fault or failure both distant site and originating site shall have a backup plan in place that outlines an alternate method of communication between sites.

In addition, distant site and originating site shall:

1. Ensure that the video teleconferencing equipment is able to support the assessor's needs and functioning properly at the time of the telehealth assessment.
2. Comply with all relevant laws, regulations, and encryption requirements for equipment that is used in healthcare settings.
3. Have processes in place to ensure the safety and effectiveness of equipment through on-going maintenance.

Connectivity

1. Both distant site and originating site will have bandwidth at least 768Kbps to produce 720 (1280 x 720) resolution at 30 frames per second.
2. Both distant site and originating site will pre-test the connection before starting scheduled telehealth assessments to ensure the link has sufficient quality to support the transmission.

Privacy | Room Requirements

1. Room Set-up:
   A. During the telehealth assessment the video teleconferencing room at distant site and originating site will be considered a patient examination room; therefore, audio and visual configurations will be required to meet HIPPA requirements. However, the Remote Site's video teleconferencing room will also need to accommodate the recipient's movement and visual requirements. Both rooms shall be designated private for the duration of the telehealth assessment and no unauthorized individuals will be allowed to enter the video teleconferencing room. Distant site and originating site will take every precaution to ensure the privacy of the telehealth assessment and the confidentiality of the recipient. Before the telehealth assessment begins all individuals at distant site and originating site will introduce themselves to all participants. The recipient/representative must give permission for additional people other than distant site assessment staff to join the telehealth assessment.

2. Room Lighting:

A. The video teleconferencing room shall be comfortably lit for the recipient and lit well enough for the assessor to see the recipient without shadows falling on the recipient's face or other areas where clinical data is being displayed (such as lower extremities, hands, etc.). The lighting of the assessor's space shall meet the same requirements in that the recipient must be able to see the face of the assessor with no shadowing.

3. Backdrop:
   A. Backdrops behind the recipient and assessor should be clean and plain in color and not full of distractions such as office papers, book shelves, etc. Blue is an optimum color for backdrops as blue neither reflects or absorbs light, is a calming color, and helps to accentuate the area of interest.