

A Guidance Framework for Telehealth and Virtual care Services

A framework to classify international standards and guidelines for telehealth and virtual care services would assist in the identification of areas that require consideration by telehealth and virtual care Services

The starting point for such a framework is the eHealth Architectural Model (EHAM) contained in ISO/TR 14639-2:2014 Health informatics Capacity-based eHealth architecture roadmap Part 2: Architectural components and maturity model. The work was also informed by the model proposed by (Taylor et al., 2015) in Building an Architectural Component Model for a Telehealth Service.

The framework considers the domains and sub domains listed in Table 1.

Table 1. TVC Guidance Framework domains and sub domains

TVC Guidance domains	TVC Guidance sub-domains
<i>Quality and risk management</i>	Quality management, Risk management
<i>TVC processes</i>	Information management, Technology management, Healthcare environment, Healthcare responsibilities, Recipient care, Human resources, Service planning, Resource planning
<i>TVC infrastructure, infostructure, services</i>	Architecture & interoperability, Network and security services, Health software & device apps, Medical & personal devices
<i>Core health infostructure</i>	Record & information repositories, Identification, registries & directories, Terminologies & classifications, Data interchange, interoperability & access, Consent/access control & workflow, Privacy, security & safety, Census, population information & data
<i>Core ICT infrastructure</i>	ICT equipment & facilities, Electronic communications, ICT processing & storage, ICT professional & technical support, Commodity apps & devices
<i>Implementation & governance</i>	Sponsorship and leadership, Ethical and legal behaviour, Resources and planning, Planning and service design, Implementation and support, Service management. Service evaluation, User experience

At the core of the TVC guidance framework are quality and risk management processes. These are described in ISO 9001 Quality management and ISO 31000 Risk management A practical guide. ISO 13131 Telehealth quality guidelines provides specific guidance on developing quality procedures for telehealth services and ISO 7101 Healthcare organization management provides guidance for all types of health services. Additionally ISO 13940 on healthcare concepts and ISO 21298 healthcare roles provide essential context for the definition of healthcare processes.

The Framework in Figure 1 enables categorisation of current standards in the TVC field and thereby identify possible gaps in standardisation that may need to be filled in the future.

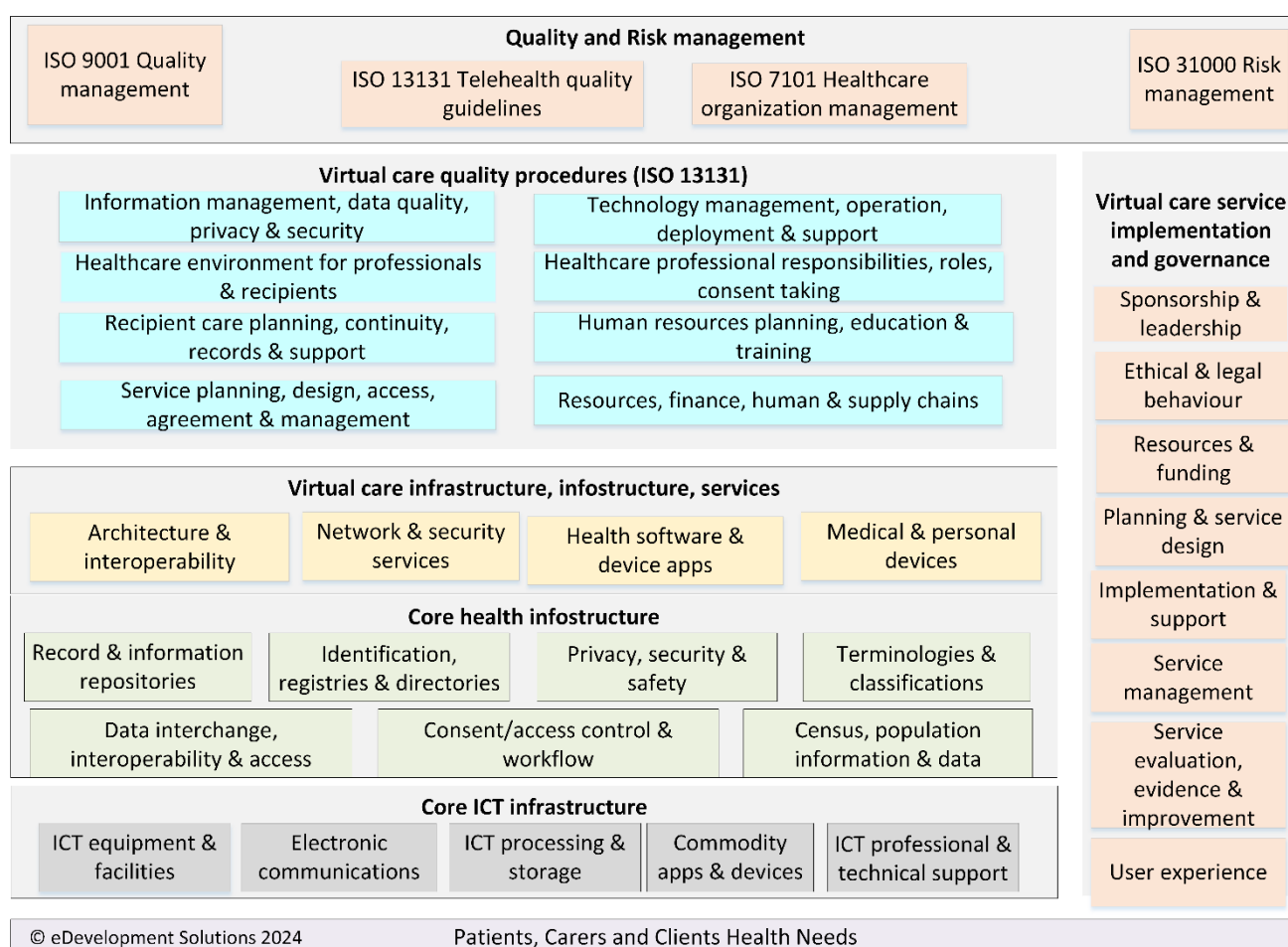


Figure 1. TVC Guidance framework.