



## Guide to Country Telehealth and Virtual Care (TVC) standards and regulations

This IMIA guide lists the standards, laws and regulations current in 2024 by WHO region and country. Links (URLs) are provided where available, but cannot be guaranteed to still be current. Source: [ISO-TC 215 Report of Taskforce on TVC services](#)

### WHO Region - Africa

Country	Year	Publisher, Guideline or Law	Description
Ethiopia	2020	<a href="#">Ethiopia Ministry of Health: Telehealth Implementation Guideline Practical tips</a>	This telehealth implementation guideline is developed to provide guidance for the provision of telehealth care services to all public institutions including hospitals, health centers, clinics and health posts. This guideline is specifically developed for the provision of telehealth services to clients without the need for the clients to visit health facilities
Kenya	2021	<a href="#">Kenyan government E-Health Act</a>	An act of Parliament to provide a framework for the implementation of section 104 of the Health Act, 2017, the provision of telemedicine services and the establishment and management of e-health infrastructure and services at the national and county levels of government and for connected purposes
Namibia	2021	<a href="#">Allied health professions council of Namibia: Ethical guidelines on Telemedicine.</a>	Ethical guidelines on telemedicine aim to direct healthcare professionals in delivering remote medical services. They emphasize patient consent, confidentiality, quality of care, equity in access, and adherence to legal standards, ensuring ethical practices in the evolving field of digital healthcare delivery.
South Africa	2021	<a href="#">Health Professions Council of South Africa: General ethical guidelines for good practice in telehealth</a>	The purpose of the general ethical guidelines for good practice in telehealth is to ensure the provision of high-quality, secure, and accessible healthcare services via telecommunication technologies, while safeguarding patient privacy, promoting health equity, and upholding the integrity and professionalism of healthcare providers in the digital realm.
Zimbabwe	2016	<a href="#">Medical And Dental Practitioners Council of Zimbabwe: Policy on International Telemedicine</a>	The policy on International Telemedicine for Zimbabwe focuses on regulating and facilitating the delivery of healthcare services across borders using telecommunication technologies. It aims to enhance access to medical expertise, ensure patient safety and privacy, and establish legal and ethical standards for cross-border telehealth practices.



## WHO Region - Eastern Mediterranean

Country	Year	Publisher, Guideline or Law	Description
Bahrain		<a href="#">Bahrain National Health Regulatory Authority's (NHRA): Health Requirements</a> ,	This guide describes all the conditions and technical and standards required to be met in all health facilities, including procedures and guidelines to regulate the use of telehealth in Bahrain.
Bahrain		<a href="#">Bahrain National Health Regulatory Authority's (NHRA): Telemedicine Dispensing Procedure</a>	This document is meant to provide assistance to healthcare facilities and professionals on how to comply with governing statutes and regulations. The document also provides assistance to staff on how NHRA mandates and objectives should be implemented in a manner that is fair, consistent, and effective.
Kuwait	2020	<a href="#">Kuwait Ministry of Health: Law No. 70 of 2020 regarding the practice of the medical profession</a>	Telehealth is covered under Medical Practice Law No. 70 of 2020.
Pakistan	2022	<a href="#">Provincial Assembly of Sindh</a>	The Sindh Telemedicine and Telehealth Bill  <a href="http://sindhlaws.gov.pk/setup/publications_SindhCode/PUB-NEW-23-000066.pdf">http://sindhlaws.gov.pk/setup/publications_SindhCode/PUB-NEW-23-000066.pdf</a>
Saudi Arabia		<a href="#">National Health Information Centre (NHIC), Saudi Health Council: Telehealth Application Guidelines</a> .	This document comes as an integral document to organize the practice of telehealth in the Kingdom of Saudi Arabia to provide safe and efficient telehealth practice. It aims to create guidelines for the practice of telehealth for healthcare professionals, virtual hospitals and mobile apps. Accordingly, it covers the requirements for telehealth services, the basic steps when using telehealth services, patient rights and technical requirements of telehealth services. In addition, this document aims to help Healthcare professional (HCP) using telehealth technologies to provide the best care to patients.
Saudi Arabia		<a href="#">National Health Information Centre (NHIC), Saudi Health Council: The Governing Rules of Telehealth (Telemedicine) in Saudi Arabia</a>	This document contains the rules that aim to provide a systematic framework for the practice of telehealth (telemedicine) in Saudi Arabia, and to establish the Saudi Telehealth Network (telemedicine) (STN).
Saudi Arabia		<a href="#">National Health Information Centre (NHIC), Saudi Health Council: The Governing Rules of Telehealth (Telemedicine) in Saudi Arabia - Executive Rules</a>	This document contains the regulations, policies, and definitions that support the practice of telehealth (TLH) in the Kingdom of Saudi Arabia. This document is considered as an executive version of the rules governing telehealth and it is considered a complementary version of the establishing rules.
United Arab Emirates	2019	<a href="#">Emirates Health Services: Annex to Cabinet Resolution no. 40 for 2019 Governing Tele-health Services, entitled "Controls and Conditions of Providing Remote Health Services"</a>	At a federal level, the annex to Cabinet Decision No. 40/2019 On the Implementing Regulation of Federal Decree-Law No. 4/2016 on medical liability, entitled "Controls and Conditions of Providing Remote Health Services" ("Federal Telehealth Regulations") expressly covers a range of telehealth services including: remote medical consultation; Remote medical prescription; Remote diagnosis; Remote medical monitoring; and Remote medical intervention.
United Arab Emirates	2021	<a href="#">Emirates Health Services: Annex to Cabinet Resolution no. 40 for 2019 Governing Tele-health Services, entitled "Controls and Conditions of Providing Remote Health Services"</a>	At a federal level, the annex to Cabinet Decision No. 40/2019 On the Implementing Regulation of Federal Decree-Law No. 4/2016 on medical liability, entitled "Controls and Conditions of Providing Remote Health Services" ("Federal Telehealth Regulations") expressly covers a range of telehealth services including: remote medical consultation; Remote medical prescription; Remote diagnosis; Remote medical monitoring; and Remote medical intervention.



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United Arab Emirates	2021	<a href="#">Dubai Health Authority: The Standards for Telehealth Services, applicable to Dubai</a>	At an Emirate level, this document contains standards for the provision of Telehealth Services in the Emirate of Dubai.
United Arab Emirates	2021	<a href="#">Abu Dhabi Department of Health: Standard on Telemedicine, applicable to Abu Dhabi</a>	At an Emirate level, this document contains standards for the provision of Telehealth Services in the Emirate of Abu Dhabi. Recently in 2022, Emirates International Accreditation Centre (EIAC) has established an accreditation standard for healthcare providers which includes telehealth service accreditation.
Morocco	2021	<a href="#">Kingdom of Morocco: Décret n° 2-20- 675 du 8 jourada II 1422 (22 janvier 2021) relatif à la télémédecine</a>	According to Moroccan laws, the following institutions are permitted to engage in telemedicine: public health services, university hospitals, non profit healthcare institutions, private healthcare institutions, and clinics or equivalent establishments. Physicians practicing in medical practices are also authorized to engage in telemedicine under the same conditions.



## WHO Region - Europe

Country	Year	Publisher, Guideline or Law	Description,
Armenia	2022	Law	Regulations are included in the Law of the Republic of Armenia about Medical Care and Servicing of the Population
Croatia	2018	<a href="#">Croatian Ministry of Healthcare: Health Care Act, Articles 4 and 34</a>	Telemedicine activities are carried out via the network of telemedicine centres. The network of telemedicine centres shall determine the necessary number of healthcare institutions, companies engaged in the provision of healthcare and private practice healthcare professionals with a licence for work of the telemedicine centre issued by the Croatian Institute of Telemedicine.
Denmark	2013	<a href="#">Danish National ehealth Authority: Reference Architecture for collecting health data from citizens</a>	This reference architecture is to support the dissemination of telemedicine solutions by ensuring a standardised and simpler way of collecting data and making it available to employees in the healthcare sector.
France	2010	<a href="#">French Ministry of Health and Sports: Décret no 2010-1229 du 19 octobre 2010 relatif à la télé-médecine</a>	The decree provides for the conditions for the implementation of telemedicine activities and their organisation in terms of implementation planning and actors. The decree defines the main telemedicine terms, i.e.: tele-consultation, tele-expertise, tele-health monitoring, medical tele-assistance.
France	2019	<a href="#">French Health Authority</a>	The guide offers good practices for the quality and safety of teleconsultation and teleexpertise procedures. These good practices concern all acts of teleconsultation and teleexpertise (carried out in town, health establishments, social and medico-social establishments, patients' homes) in private practice or as an employee.
Germany	2021	<a href="#">German Society for Anaesthesiology and Intensive Care Medicine e.V.: Guideline on telemedicine in intensive care medicine</a>	Securing intensive medical care in rural areas while reducing mortality, reducing the length of stay and increasing adherence to guidelines. Quality assurance and quality improvement in intensive care medicine, especially in structurally weak, rural regions.
Germany		<a href="#">German Society for Anaesthesiology and Intensive Care Medicine e.V.: S1 Guideline Telemedicine in Prehospital Emergency Medicine: Structural Recommendations of the DGAI</a>	Basic requirements for telemedical methods for successful use in patient care. Primarily, telemedical approaches should be used as an additive measure to achieve high-quality patient care, whereby these approaches can be equivalent or superior to conventional care. Secondly, telemedicine is required to contribute to improving the cost-effectiveness of patient care. Other aspects include the elimination of supply bottlenecks and validation using scientific methods.
Germany		<a href="#">German Dermatological Society: S2k Guideline Tele dermatology</a>	The guideline is aimed at dermatologists and general practitioners.
Israel	2019	Israeli Ministry of Health: Circular on Criteria for Operating Telemedicine Services	Under the Circular, determining the types of services that can be performed remotely is in the authority of the management of every health organisation, and therefore, may vary from one institute to another. It is advised that the service will be provided as a mix of both remote and frontal services, subject to the patient's preference and in accordance with the applicable medical requirements.
Italy	2014	<a href="#">Italian Ministry of Health: TELEMEDICINE - National guidelines</a>	These first Guidelines represent the national unitary reference for the implementation of Telemedicine services and identify the reference elements necessary for a coherent design and use of such systems within the NHS and in the broader European context. profiles and the economic sustainability of telemedicine services and performances.



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Italy	2022	<a href="#">Italian Ministry of Health: Guidelines for telemedicine services - functional requirements and levels of service.</a>	These Guidelines establish the essential technical requirements to guarantee homogeneity at a national level and efficiency in the implementation of telemedicine services. The document is divided into three sections: 1. Functional requirements of telemedicine services. 2. Technological requirements of telemedicine services. 3. Skills and training The Decree also describes the minimum services that the regional telemedicine infrastructure must provide: televisit; teleconsultation/teleconsultation; telemonitoring; teleassistance.
Italy	2022	<a href="#">Italian Ministry of Health: Organisational guidelines containing the digital model for the implementation of Home assistance.</a>	The guidelines regulate the provision of various telemedicine services in the home setting, from the methods of accessing the service and taking charge of the patient up to the roles and responsibilities of the actors involved.  <a href="https://www.gazzettaufficiale.it/eli/id/2022/05/24/22A03098/sg">https://www.gazzettaufficiale.it/eli/id/2022/05/24/22A03098/sg</a>
Italy	2022	<a href="#">Italian Ministry of Health: Models and standards for the development of territorial assistance in the National Health Service.</a>	The Decree aims to strengthen assistance and care services in the territory by bringing them as close as possible to the user, up to his/her home (so-called primary care). In this sense, the Ministerial Decree has identified common structural and organizational standards for the provision of healthcare services in the area starting from the so-called health districts, territorial structures where the presence of minimum facilities is guaranteed (such as Community Houses and Community Hospitals) in which the health professionals involved operate
Kazakhstan	2020	<a href="#">Republic of Kazakhstan: Code of the Public Health and Healthcare System</a>	
Portugal	2016	<a href="#">Portuguese Ordem dos Médicos: Regulamento n.º 707/2016, de 21 de julho</a>	Article 46 provides guidance on the doctor-patient relationship, patient requests or undergoes a telemedicine consultation, evaluation of the patient, medical decisions if the quality of the information received is sufficient and relevant and using telemedicine in emergency situations.
Portugal		<a href="#">Portugese Ministry of Health-CNTS: Tool Kit TeleConsulta</a>	Two tool kits on how to do teleconsultations
Portugal		<a href="#">Portugese Ministry of Health-CNTS: Good practice guide</a>	A short guide for health professionals
Romania	2022	<a href="#">UNICEF: Guide to Telemedicine in Primary Healthcare</a>	Developed with Romania, this guide is a tool designed to help professionals in the primary care team to organise telemedicine services. The primary health care team for which the guide is intended includes both the family doctor and his or her nurse, as well as the community nurse. The guide may also be useful for other professions providing health-related services (psychologists, speech therapists, hysiotherapists /kinesiotherapists), pharmacists or social workers. Telemedicine services have a special place in palliative care, where pain management services have shown a high level of patient satisfaction.
Russia	2018	Russian Ministry of Healthcare: Order No. 965n On approving the procedure for organising and providing medical assistance using telemedicine technologies	Interactions between doctors are permitted for the purpose of obtaining an additional opinion for a consultation and/or so that a doctor participates in a board of doctors with respect to assessing a patient's state of health, specifying the diagnosis, determining the prognosis and tactics for a medical examination and treatment, or determining whether it is reasonable to transfer the patient to a specialised unit of the medical institution, or to carry out a casualty evacuation. At the same time such interaction is permitted to be in emergency, first aid or planned form; a consultation can be given in a real-time and/or in a mode when a doctor may respond offline at a later time
Spain	2023	<a href="#">Standards Spain: Standards for Digital Health</a>	This report aims to present and identify standards related to digital health in The current context of the digital transformation of health.



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Spain		<a href="#">Standards Spain: UNE 179011 Servicios sanitarios Teleconsulta</a>	This standard specifies the requirements and minimum recommendations for the provision of the teleconsultation (see 2.6) and applies to both the public and private spheres. This rule does not apply to teleconsultations carried out only between professionals.
Sweden	2018	<a href="#">Swedish National Board of Health and Welfare: Digital care services General principles for care and treatment</a>	For care and treatment to be suitable for digital care services applies that the following principles are met: 1. Current constitutions or current knowledge management do not presuppose one physical meeting. 2. The digital service is adapted to the individual patient's needs and conditions for using the service. 3. The caregiver has access to sufficient information about the patient's state of health and medical history to be able to provide good and safe care. 4. Necessary follow-up and coordination with other actors is possible.
Turkey	2022	<a href="#">Turkish Ministry of Health: Notification regarding Standards of Service in Respect of Medical Facilities via Telemedicine System</a>	In accordance with the Digital Services Regulation, the remote health information system shall be developed by Ministry or non-Ministry authorized developers in accordance with the minimum standards determined by the Ministry. A remote health service activity permit shall be issued by the Ministry, provided that the health facility that wants to provide remote health services meets the necessary conditions.
UK	2018	<a href="#">UK National Institute for Health and Care Excellence: Evidence standards framework for digital health technologies.</a>	The ESF is a set of evidence standards for a wide range of DHTs. Evaluators and decision makers in the health and care system can consistently use to help them identify DHTs that are likely to offer benefits to users and to the health and care system
UK	2020	<a href="#">Nuffield Department of Primary Care Health Sciences, University of Oxford: Video consulting in the NHS</a>	These accessible guides and resources are available to anyone considering using video technology as part of an NHS consultation. They are designed to be relevant to any technology or clinical setting.
UK	2023	<a href="#">UK National Institute for Health and Care Excellence: Evidence standards framework (ESF) for digital health technologies</a>	The ESF is a set of evidence standards for a wide range of DHTs. Evaluators and decision makers in the health and care system can consistently use to help them identify DHTs that are likely to offer benefits to users and to the health and care system.
UK	2024	<a href="#">UK NHS England: Video consultation tools</a>	Amendments to the GMS and PMS regulations mean that all practices within England must offer video consultations to their patients. Video consultations (VC) provide patients with greater choice and flexibility, offering remote and secure appointment options in real-time, through the use of a smartphone, tablet, or computer. VCs can be a separate tool from the online consultation (OC) tool or be a feature offered as part of the OC tool.
UK		<a href="#">NHS England: Digital First Online Consultation and Video Consultation framework</a>	This new framework simplifies arrangements for suppliers by creating a single set of consistent requirements and standards for online consultation and video consultation tools, under the umbrella of the Digital Care Services catalogue. The framework makes it easier for suppliers to present their products to buyers, to explain the unique selling points of their solutions and to demonstrate compliance with overarching standards.  <a href="https://digital.nhs.uk/services/digital-care-services-catalogue/digital-first-online-consultation-and-video-consultation-framework">https://digital.nhs.uk/services/digital-care-services-catalogue/digital-first-online-consultation-and-video-consultation-framework</a>
WHO	2024	<a href="#">WHO Europe: Telehealth quality of care tool</a>	This first version of the Telehealth quality of care tool (TQoCT) is intended to be used by Member States (namely by focal points for patient safety and quality of care (QoC) and all other relevant parties of national telehealth ecosystems) or by individual health-care provider organizations. Approaches to quality standards benefit from common reference materials, and the TQoCT aims to aggregate these in a manner that stimulates reflection and action, helping countries and health-care organizations on their journey to mature, safe and high-quality telehealth service provision.



## WHO Region – North America

Country	Year	Publisher, Guideline or Law	Description
Canada	2018	<a href="#">Health Standards Organization:: Virtual Health Standard</a>	The standard specifies the requirements for organizations that receive and/or deliver Virtual Health services, ensuring they address quality and safety and put patients at the centre of what they do. The standard provides: <ul style="list-style-type: none"><li>• Organizations that receive and/or deliver Virtual Health services with guidance on how to ensure quality and safety in their institutional and virtual contexts</li><li>• Policy makers with a blueprint for the requirements to designate organizations that receive and/or deliver Virtual Health services in their jurisdictions</li><li>• External assessment bodies with measurable requirements to include in assessment programs</li></ul>
Mexico	2016	<a href="#">Mexican Ministry of Health: Mexican Official Standard project PROY-NOM-036-SSA3-2015</a>	The guideline establishes procedures for medical personnel providing remote medical attention and minimum requirements, and infrastructure characteristics for establishments providing remote medical attention.
Mexico	2020	<a href="#">Mexican Ministry of Health: Telehealth Project Planning and Development Guide</a>	Defines criteria and guidelines to carry out the planning of Telehealth projects in the federal entities and institutions that make up the health sector in Mexico with the aim to strengthen primary health care.
Mexico	2020	<a href="#">Mexican Ministry of Health: Remote care model</a>	Remote care model and protocols
USA	2023	<a href="#">American Telemedicine Association Guidelines: Various clinical specialities behind a paywall.</a>	Various clinical specialities Telemedicine guidelines are uploaded in the resource centre and the guidelines are easy to follow and implement with the various clinical settings. Detailed information on all aspects of telemedicine implementation are given.
USA	2023	<a href="#">US Department of Health and Human Services: HIPAA Rules for telehealth technology</a>	The HIPAA Rules establish standards to protect patients' protected health information. All telehealth services provided by covered health care providers and health plans must comply with the HIPAA Rules. Covered health care providers and health plans must use technology vendors that comply with the HIPAA Rules and will enter into HIPAA business associate agreements in connection with the provision of their video communication products or other remote communication technologies for telehealth.
USA	2023	<a href="#">U.S. Department of Health and Human Services: Telehealth What you need to know</a>	A general guide for providers.



## WHO Region – South America

Country	Year	Publisher, Guideline or Law	Description
Argentina	2019	<a href="#">Argentinian Ministry of Health: Meeting between the health professional and the patient using information and communication technologies in real time</a>	This article is the first document issued by the Advisory Group with the objective to present recommendations about how to develop a synchronous teleconsultation between a health professional and a patient, so safe, efficient, ethical and patient-centered is provided
Brazil	2022	<a href="#">Brazilian Federal Council of Medicine: Resolution n. 2,134/2022 Manual of Good Practices in Telemedicine and in Telehealth</a>	According to the new Resolution, telemedicine is defined as the exercise of medicine mediated by digital, information, and communication technologies (TDICs in Portuguese), for the purposes of assistance, education, research, disease and injury prevention, management, and health promotion. Doctors are assured of the possibility of using telemedicine in their consultations, or to refuse to do so, indicating when they consider face-to-face care a more appropriate alternative.
Brazil	2022	<a href="#">Brazilian Government: Telehealth Federal Law</a>	Federal Law 14,510 of 2022 establishes some principles that must be followed in the remote provision of services: Autonomy of the health professional; Free and informed consent of the patient; Right to refuse telehealth care; Dignity and appreciation of the health professional; Safe and quality patient care; Confidentiality of data; Promotion of universal access to health actions and services for Brazilians; Strict observance of the legal duties of each profession; and digital responsibility
Brazil	2023	<a href="#">Brazilian Ministry of Health: TeleHealth within SUS (Brazil's national health system)</a>	MoH Ordinance 1,022/2023 establishes that digital health and telehealth services must be registered in the National Registry of Health Establishments (CNES). This is done to measure the reach and plan the expansion of these services. The Ordinance provides a regulatory framework for the operation of Telehealth services, while the New PAC provides the necessary funding to expand and improve these services. Together, they contribute to improving access to digital health and telehealth in Brazil
Brazil	2024	<a href="#">Brazilian Ministry of Health: The SUS Digital Strategic Action</a>	The SUS Digital Strategic Action - Telehealth is hereby established, within the scope of the SUS Digital Program, as set out in Annex CVIII to this Ordinance, with the objective of supporting the consolidation of health care networks and the Indigenous Health Subsystem, through the establishment of guidelines and the provision of services that promote comprehensiveness and continuity of care among all levels of care in the Unified Health System - SUS.
Brazil	2024	<a href="#">Brazilian Ministry of Health: TeleHealth Terminologies</a>	TERMINOLOGIES OF HEALTH ACTIVITIES" and III "CLASSIFICATIONS OF TYPES OF HEALTH ESTABLISHMENTS" of Annex XV to the Consolidation Ordinance GM/MS No. 1, of September 28, 2017, are in force with the changes provided for in Annex II to this Ordinance.
Chile	2018	<a href="#">Chilean Ministry of Health: IP Official Regulatory Letter No. 7 of the Superintendency of Health Providers</a>	Subjects remote care services to compliance with Law No. 20584, which regulates the rights and duties of individuals regarding actions related to their health care
Columbia	2019	<a href="#">Columbian Ministry of Health: Resolution 2654</a>	The Ministry of Health and Social Protection Resolution 2654 provides guidelines for telehealth. The Resolution orders telehealth, consisting of tele-education, tele-orientation and tele-support, and the four areas of telemedicine, which are the ones users will be able to access best.
Columbia	2019	<a href="#">Columbian Ministry of Health: Resolution No. 00026540</a>	Defines parameters for telemedicine services

**Note:** There are many other related standards for TVC services including device “apps”, interoperability of electronic medical devices, medical record systems and information used by TVC services which are not considered in this guide.



# International Medical Informatics Association

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**This is Guide #1 to Telehealth and Virtual Care services in the series of guides produced by the Telehealth Working Group of the International Medical Informatics Association. These guides are published on the website**

[www.telehealthguidance.org](http://www.telehealthguidance.org)