



International standards relevant to TVC services

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

Standard number	Domains	Sub-domains	Standard name	Standard description	Application
Code of Practice for Telehealth: 2018	TVC processes, TVC Implementation & governance, Quality and risk management	Technology management, Human resources, Information management, Ethical and legal behaviour, Resources and planning, Quality management, Service management, Healthcare responsibilities	International Code of Practice for Telehealth Services: 2018	The International Code of Practice for Telehealth Services from the EU Telehealth Quality Group EEIG provides a high-level quality benchmark for telehealth services. It can apply in all countries and incorporates the quality planning guidelines set out in ISO/TS 13131 (2014).	Focused on social care. Aligns well with IS 13131
IEC 62366-1:2015	TVC infrastructure, infostructure, services	Medical & personal devices	Medical devices Part 1: Application of usability engineering to medical devices	IEC 62366-1:2015 specifies a PROCESS for a MANUFACTURER to analyse, specify, develop and evaluate the USABILITY of a MEDICAL DEVICE as it relates to SAFETY.	Section 5 describes a usability engineering process for manufacturers of medical devices based on ISO 1491 risk management guidelines.
IEC 80001-1:2021	TVC infrastructure, infostructure, services	Risk management, Medical & personal devices	Application of risk management for IT-networks incorporating medical devices Part 1: Safety, effectiveness and security in the implementation and use of connected medical devices or connected health software	Specifies general requirements for ORGANIZATIONS in the application of RISK MANAGEMENT before, during and after the connection of a HEALTH IT SYSTEM within a HEALTH IT INFRASTRUCTURE, by addressing the KEY PROPERTIES of SAFETY, EFFECTIVENESS and SECURITY	Section 6 provides a generic risk management process for health IT systems
IEC 82304-1:2016	TVC infrastructure, infostructure, services	Health software & device apps	Health software Part 1: General requirements for product safety	Applies to the safety and security of health software products designed to operate on general computing platforms and intended to be placed on the market without dedicated hardware, and its primary focus is on the requirements for manufacturers. It covers the entire lifecycle including design, development, validation, installation, maintenance, and disposal of health software products.	Provides general guidance for static health software running on a general purpose computing platform. Does not cover the case of health applications running on mobile devices used by consumers.
ISO 10781:2023	Core health infostructure	Data interchange, interoperability & access	HL7 Electronic Health Record-System Functional Model, Release 2.1 (EHR FM)	Provides a reference list of functions that may be present in an Electronic Health Record System (EHR-S). The function list is described from a user perspective. Enables a standardized description and common understanding of functions sought or available in a given setting (e.g. intensive care, cardiology, office practice in one country or primary care in another country).	Relevant to technical designers of TVC services using the underlying HL7 protocol.
ISO 12967-1:2020	TVC infrastructure, infostructure, services	Architecture & interoperability	Health informatics Service architecture (HISA) Part 1: Enterprise viewpoint	Provides guidance and requirements for the description, planning and development of new systems, as well as for the integration of existing information systems, both within one enterprise and across different healthcare organizations, through an architecture integrating the common data and business logic into a specific architectural layer (i.e. the middleware)	This standard is useful for high level enterprise architecture planning of TVC services



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ISO 13131:2021	Quality and risk management, TVC Implementation & governance	Quality management, Risk management, Information management, Technology management, Recipient care, Human resources, Service planning, Resource planning, Healthcare environment, Sponsorship and leadership, Resources and planning, Planning and service design, Implementation and support, Service management, Service evaluation	Health informatics Telehealth services Quality planning guidelines	Provides processes that can be used to analyze the risks to the quality and safety of healthcare and continuity of care when telehealth services are used to support healthcare activities. Using risk management processes, quality objectives and procedures.	This is a core TVC standard because it provides advice for organizations wishing to develop their own guidelines
ISO 13485:2016	Quality and risk management, TVC infrastructure, infostructure, services	Medical & personal devices, Quality management	Medical devices Quality management systems Requirements for regulatory purposes	Specifies requirements for a quality management system where an organization needs to demonstrate its ability to provide medical devices and related services that consistently meet customer and applicable regulatory requirements. including design and development, production, storage and distribution, installation, or servicing of a medical device	Useful where TVC services deploy medical devices
ISO 13606-4:2019 Part 4	Core health infostructure	Identification, registries & directories	Electronic health record communication Part 4: Security	This document describes a methodology for specifying the privileges necessary to access EHR data. This methodology forms part of the overall EHR communications architecture defined in ISO 13606-1	The standard is highly technical intended for designers of EHR systems. It is indirectly useful for design of TVC services.
ISO 13940:2015	Core health infostructure	Terminologies & classifications	Concepts in healthcare provision.	Covers the concept definitions needed whenever structured information in healthcare is specified as a requirement. The definitions are intended to refer to the conceptual level only and not to details of implementation. ISO 13940:2015 will cover all levels of specifications in the development of logical reference models within the information viewpoint as a common basis for semantic interoperability on international, national or local levels, information systems, and information for specified types of clinical processes.	Provides the basic conceptual language to support guidelines for TVC services
ISO 13972:2022	Core health infostructure	Record & information repositories	Health informatics Clinical information models Characteristics, structures and requirements	This document specifies clinical information models (CIMs) as health and care concepts that can be used to define and to structure information, also enabling information reuse; and describes requirements for CIMs content, structure and context and specification of their data elements, data element relationships, meta-data and versioning; Defines a Quality Management System (QMS) for a systematic and effective governance, quality management, and measurement of CIMs	This document is useful for the designers of clinical information systems which support TVC services
ISO 14155	TVC processes, TVC infrastructure, infostructure, services	Healthcare responsibilities, Medical & personal devices	Clinical practice for medical device investigations.	This document addresses good clinical practice for the design, conduct, recording and reporting of clinical investigations carried out in human subjects to assess the clinical performance or effectiveness and safety of medical devices.	Where TVC services deploy medical devices in a clinical trial.
ISO 14971:2019	Quality and risk management	Risk management, Medical & personal devices	Medical devices Application of risk management to medical devices	This document specifies terminology, principles and a process for risk management of medical devices, including software as a medical device and in vitro diagnostic medical devices. Assists manufacturers of medical devices to identify the hazards associated with the medical device, to estimate and evaluate the associated risks, to control these risks, and to monitor the effectiveness of the controls.	This standard is written for manufacturers undertaking risk management of medical devices
ISO 16527:2023	Core health infostructure	Data interchange, interoperability & access, Record & information repositories	Health informatics HL7 Personal Health Record System Functional Model, Release 2 (PHR-S FM)	ISO/HL7 16527 PHR-S FM:2016 defines a standardized model of the functions that may be present in PHR Systems	The standard is intended for designers of personal health records systems. Appendix H. Refers to personal health records and mobile devices which is commonly the case for TVC services



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ISO 21298:2017	TVC processes	Healthcare responsibilities, Human resources	Health informatics Functional and structural roles	ISO 21298:2017 defines a model for expressing functional and structural roles and populates it with a basic set of roles for international use in health applications. Roles are generally assigned to entities that are actors.	Useful for defining roles in healthcare
ISO 22458:2022	Implementation & governance	User experience	Consumer vulnerability Requirements and guidelines for the design and delivery of inclusive service	This document specifies requirements and guidelines for organizations on how to design and deliver fair, flexible and inclusive services that will increase positive outcomes for consumers in vulnerable situations and minimize the risk of consumer harm. It covers organizational culture and strategy, inclusive design and how to identify and respond to consumer vulnerability.	This standard provides a description of the roles and activities needed to manage cloud services and specifies requirements that are important for TVC services.
ISO 22857:2013	Core health infrastructure	Privacy, security & safety	Health informatics Guidelines on data protection to facilitate trans-border flows of personal health data	ISO 22857:2013 provides guidance on data protection requirements to facilitate the transfer of personal health data across national or jurisdictional borders. It is normative only in respect of international or trans-jurisdictional exchange of personal health data.	The standard intended for designers of design of cross border TVC services
ISO 22956:2021	TVC processes	Human resources	Healthcare organization management Requirements for patient-centred staffing	This document provides requirements for patient-centred staffing in healthcare settings. It is generic and applicable to any healthcare organization	These requirements for patient-centred staffing can be applied to TVC service staffing
ISO 23903:2021	TVC infrastructure, infrastructure, services	Architecture & interoperability	Interoperability and integration reference architecture Model and framework	The document defines a model and framework for a harmonized representation of existing or intended systems with a specific focus on ICT-supported business systems.	This standard is useful for high level enterprise architecture planning of TVC services
ISO 25550:2022	TVC infrastructure, infrastructure, services, TVC processes	Human resources	Ageing societies General requirements and guidelines for an age-inclusive workforce	This document provides requirements for an age inclusive workforce. This is an MSS.	This standard can be referenced when considering the use of TVC services to support an age inclusive workforce. Section 5.2 addresses the health and wellbeing of the workforce
ISO 25551:2021	TVC infrastructure, infrastructure, services	Healthcare responsibilities, Recipient care	Ageing societies General requirements and guidelines for carer-inclusive organizations	This document specifies requirements and provides guidelines for an organizational program for working carers providing care to: <ul style="list-style-type: none"> — adult care recipients (e.g. adults with cognitive, sensory, physical, and invisible disabilities, adults with chronic or episodic conditions and older dependents); — long-term childcare recipients (e.g. due to chronic illness or permanent cognitive, sensory or physical disability or injury). This document is applicable to any organization, regardless of size, sector or community setting	This standard can be referenced when considering the use of TVC services to support carers
ISO 27269:2021	Core health infrastructure	Record & information repositories	Health informatics International patient summary	This document defines the core data set for a patient summary document that supports continuity of care for a person and coordination of their healthcare. It is specifically aimed at supporting the use case scenario for 'unplanned, cross border care' and is intended to be an international patient summary (IPS).	Ideally the international patient summary could become a standard set for TVC services.
ISO 31000:2018	Quality and risk management	Risk management	Risk management A practical guide	Standard risk management principles, framework and process Guidance for implementing risk management practices Tools for contextualizing risk management to any organization Criteria for monitoring, reviewing and continually improving risk management Foundation for integrating risk management throughout an organization	Use of ISO 31000 is recommended in ISO 13131
ISO 31700-1:2023	Core health infrastructure	Privacy, security & safety	Consumer protection Privacy by design for consumer goods and services Part 1: High-level requirements	This document establishes high-level requirements for privacy by design to protect privacy throughout the lifecycle of a consumer product, including data processed by the consumer.	This standard provides a description of the roles and activities needed to design services for privacy and specifies requirements that are important for TVC services.



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ISO 31700-2:2023	Core health infrastructure	Privacy, security & safety	Consumer protection Privacy by design for consumer goods and services Part 2: Use cases	This document provides illustrative use cases, with associated analysis, chosen to assist in understanding the requirements of 31700-1. The intended audience includes engineers and practitioners who are involved in the development, implementation or operation of digitally enabled consumer goods and services.	This standard provides example use cases for activities needed to design services for privacy and specifies requirements that are important for TVC services.
ISO 7101:2023	Quality and risk management, TVC processes, TVC Implementation & governance	Quality management, Healthcare responsibilities, Recipient care, Human resources, Resource planning, Risk management, Sponsorship and leadership, Ethical and legal behaviour, Resources and planning, Planning and service design, Implementation and support, Service management, Service evaluation	Healthcare organization management systems for quality in healthcare organizations	Requirements for management systems for quality in healthcare organizations. Target audience includes any healthcare system, organizations. Includes ministries of health, public and private healthcare systems, hospitals, clinics, non-governmental organizations and agencies that provide healthcare services. This is an MSS.	Refer to Section 5.2 Healthcare quality policy; Section 8.9 Provision of services; 8.12.7 Prevention of falls, pressure ulcers and thromboembolism; 8.6 Emerging technologies
ISO 81001-1:2021	TVC infrastructure, infrastructure, services	Health software & device apps	Health software and health IT systems safety, effectiveness and security Part 1: Principles and concepts	This document provides the principles, concepts, terms and definitions for health software and health IT systems, key properties of safety, effectiveness and security, across the full life cycle, from concept to decommissioning, as represented in Figure 1. It also identifies the transition points in the life cycle where transfers of responsibility occur	Provides a high level approach for the risk management of health software and health-IT systems
ISO 9000:2015	Quality and risk management	Quality management	Quality management systems Fundamentals and vocabulary	ISO 9000:2015 describes the fundamental concepts and principles of quality management which are universally applicable to the following: customers seeking confidence in an organization's ability to consistently provide products and services; organizations seeking confidence in their supply chain ; organizations performing conformity assessments against the requirements of ISO 9001;	Deploying quality management
ISO 9001:2015	Quality and risk management	Quality management	Quality management systems Requirements	ISO 9001 is a globally recognized standard for quality management. It helps organizations of all sizes and sectors to improve their performance, meet customer expectations and demonstrate their commitment to quality. Its requirements define how to establish, implement, maintain, and continually improve a quality management system (QMS). Implementing ISO 9001 means your organization has put in place effective processes and trained staff to deliver flawless products or services time after time.	Deploying quality management
ISO PWI 23583 and PWI 23595	TVC Implementation & governance	User experience	Accessible usage of AR/VR/MR products and User Experience Design in AR/VR/MR	From the perspective of user experience, the standard stipulates the design requirements for AR/VR/MR user experience in content (including platforms, content production processes, audio/video)	User experience and usability are important considerations for TVC services
ISO/CD TR 11636	Core health infrastructure	Privacy, security & safety	Health Informatics Dynamic on-demand virtual private network for health information infrastructure	ISO/TR 11636:2009 explains the network requirements in the healthcare field, the network security of an open network for the healthcare field, and the minimum guidelines for security management of health information exchange, including personal data, between external institutions. These requirements will assist in understanding the operation of security and evaluation of security issues in the healthcare field, and the usefulness of a managed VPN, like a dynamic on-demand VPN.	Refer to Section 6 Network construction in the healthcare field Section 7 Layering network security The document may be useful for network designers of systems using TVC services.



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ISO/CD TS 5615	TVC infrastructure, infostructure, services	Technology management	Accelerating Safe, Effective and Secure Remote Connected Care and Mobile Health Through Standards-Based Interoperability Solutions Addressing Gaps Revealed by Pandemics	This document explores the current challenges of deploying RCC-MH widely in the current environment. In addition to technical gaps, the report also identifies technological gaps that will need to be overcome. The question then becomes how do we educate and motivate manufacturers and 'consumers' (hospitals, alternate care settings, patients and their advocacy groups, etc.) so they understand the benefits of interoperability	Provides a summary of the challenges and related technical standards especially with regards to improving technical interoperability of devices and systems.
ISO/CD TS 6268-1	TVC processes, TVC infrastructure, infostructure, services	Information management, Network & security services	Health informatics Cybersecurity framework for telehealth environments Part 1: Overview and Concepts	This document is an introductory part of the full family of Cybersecurity Framework for Telehealth Environment, which provides the concepts and overview including telehealth actors, variables and environments related to cybersecurity of telehealth service models. This document contains a general description of the following; - concepts and introduction of telehealth cybersecurity framework; - components for telehealth cybersecurity framework; - infrastructure for telehealth cybersecurity;	The document may be useful for designers of networks supporting TVC services
ISO/DIS 25554	TVC infrastructure, infostructure, services, TVC processes	Healthcare responsibilities, Recipient care	Ageing societies Guidelines for promoting wellbeing in communities	This standard provides guidelines to specify a framework for wellbeing promotion in a community. In this document, it is supposed that a community has its own concept of wellbeing which is consistent to a principle of SDGs' "leave no one behind", WHO's healthy ageing, and the community's mission and values, and that the wellbeing concept leads wellbeing promotion presented in this document.	Digital inclusion and digital literacy are important considerations for TVC services
ISO/DIS 25556	TVC infrastructure, infostructure, services, TVC processes	Healthcare responsibilities, Recipient care	Ageing societies General requirements and guidelines for ageing-inclusive digital economy	This document is intended to provide general requirements and guidelines for ageing-inclusive digital economy, from the perspective of the needs of older persons. This document specifies the principles, areas, scenarios, actions, and the checklist for establishing or transforming the ageing-inclusive digital economy, excluding the specific information technology, ergonomics, as well as other technical requirements and guidelines.	
ISO/DTS 5777	TVC infrastructure, infostructure, services	Architecture & interoperability	Health informatics The architecture of internet healthcare service network	This document provides the architecture of Internet healthcare service network, mainly includes: overview of Internet healthcare service network, recommended Internet healthcare services, infrastructure and deployment of Internet healthcare service network This document is applicable to Internet healthcare service providers.	The document may be useful for designers of networks supporting TVC services. Section 6 provides an overview of some of the network topologies used by TVC systems operating over the internet. Consideration could be given to the interoperability of cloud services supporting TVC services.
ISO/DTS 5788	TVC infrastructure, infostructure, services	Architecture & interoperability	Health informatics Internet Healthcare Service Pattern	This document specifies the key participation elements, the description model and typical categories of Internet healthcare service pattern. This document is applicable to the development and application of Internet healthcare service pattern.	The document may be useful for designers of networks supporting TVC services. Section 6 provides an overview of some of the network topology patterns used by TVC systems operating over the internet
ISO/IEC 20000-1:2018	TVC Implementation & governance	Service management	Information technology Service management Part 1: Service management system requirements	ISO/IEC 20000-1:2018 provides an outline of the requirements for ICT service management systems.	ISO/IEC 20000-1:2018 provides an outline of the requirements for ICT service management systems. All content is potentially useful for TVC service management requirements



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ISO/IEC 20000-2:2019	TVC Implementation & governance	Service management	Information technology Service management Part 2: Guidance on the application of service management systems	This document provides guidance on the application of a service management system (SMS) based on ISO/IEC 20000-1. It provides examples and recommendations to enable organizations to interpret and apply ISO/IEC 20000-1, including references to other parts of ISO/IEC 20000 and other relevant standards.	Outlines application of a service management system. All content is potentially useful for TVC service management requirements
ISO/IEC 20000-3:2019	TVC Implementation & governance	Service management	Information technology Service management Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1	This document can assist in establishing whether ISO/IEC 20000-1 is applicable to an organization's circumstances. It illustrates how the scope of an SMS can be defined, irrespective of whether the organization has experience of defining the scope of other management systems.	Provides guidance on establishing whether ISO/IEC 20000-1 is applicable. All content is potentially useful for TVC service management requirements
ISO/IEC TS 20000-5:2022	TVC Implementation & governance	Service management	Information technology Service management Part 5: Implementation guidance for ISO/IEC 20000-1	This document provides guidance for organizations on how to implement a service management system (SMS). Organizations can use this document to implement the entire SMS in order to conform to the requirements specified in ISO/IEC 20000-1, or parts of an SMS for a selected subset of requirements	Provides guidance on establishing whether ISO/IEC 20000-1 is applicable. All content is potentially useful for TVC service management requirements
ISO/IEC TS 25011:2017	Quality and risk management, TVC Implementation & governance	Quality management, Service management	Information technology Systems and software Quality Requirements and Evaluation (SQuaRE) Service quality models	ISO/IEC TS 25011:2017 describes the use of two quality models for IT services. The use of the IT service quality models can help IT service providers to identify service quality requirements, and evaluate and improve the quality of the service provided; - customers to specify their requirements for the quality of service, define the acceptance criteria for service, and evaluate the quality of an IT service; and - a third party to evaluate the quality of an IT service	Will require adaptation to be used for quality models of IT services which may support TVC services
ISO/IEC TS 38508:2024	TVC Implementation & governance	Sponsorship and leadership	Guidance for members of governing bodies of organizations on the effective, efficient and acceptable use of a shared digital service platform among ecosystem organizations	This document provides guidance for members of governing bodies of organizations on the effective, efficient and acceptable use of a shared digital service platform among ecosystem organizations	Provides guidance on governance of a service management system. All content is potentially useful for TVC service management requirements
ISO/IEEE 11073 Series	TVC infrastructure, infostructure, services	Medical & personal devices	Personal Health Device Interoperability	A suite of standards covering many device types	ISO/IEEE 11073 Health informatics - Medical / health device communication standards enable communication between medical, health care and wellness devices and external computer systems. They provide automatic and detailed electronic data capture of client-related and vital signs information, and of device operational data.
ISO/PWI 20737	TVC infrastructure, infostructure, services	Health software & device apps	Health informatics --Interoperability of personal health decision support services	The standard specifies interoperability requirements for personal health decision support (PHDS) based on the actors participating in PHDS, including service providers, data providers, and clients. The specifics of 'how' PHDS services are developed or implemented is not considered to be within the scope.	Decision support may be provided by TVC service The standard is only at PWI stage.
ISO/TR 14639-1:2012	TVC Implementation & governance, TVC infrastructure, infostructure, services	Planning and service design, Architecture & interoperability	Health informatics Capacity-based eHealth architecture roadmap Part 1: Overview of national eHealth initiatives	Identifies the business requirements of an eHealth architecture as well as providing a generic and comprehensive context description to inform architectural structuring of Health Information Systems (HIS).	This standard is useful for high level enterprise architecture planning of TVC services
ISO/TR 14639-2:2014	TVC Implementation & governance, TVC infrastructure, infostructure, services	Planning and service design, Architecture & interoperability	Health informatics Capacity-based eHealth architecture roadmap Part 2: Architectural components and maturity model	Identifies the business requirements of an eHealth architecture as well as providing a generic and comprehensive context description to inform architectural structuring of Health Information Systems (HIS).	This standard is useful for high level enterprise architecture planning of TVC services



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ISO/TR 16056-1:2004 Part 1	TVC infrastructure, infostructure, services	Architecture & interoperability, Network & security services	Interoperability of telehealth systems and networks Part 1: Introduction and definitions	This document is a high level overview of telemedicine interoperability based in ITU H.323 protocols. It requires updating to consider contemporary protocols	The majority of communications for audio-visual based TVC applications today, use cloud based systems not H.323 protocols, although these are still important. The document may be useful for designers of systems.
ISO/TR 16056-1:2004 Part 2	TVC infrastructure, infostructure, services	Network services, Architecture & interoperability	Interoperability of telehealth systems and networks Part 2: Real-time systems	This document is a detailed review of of telemedicine interoperability based in ITU H.323 protocols. It requires updating to consider contemporary protocols	The majority of communications for audio-visual based TVC applications today, use cloud based systems not H.323 protocols, although these are still important. The document may be useful for designers of systems.
ISO/TR 17522:2015	TVC infrastructure, infostructure, services	Architecture & interoperability, Health software & device apps	Health informatics Provisions for health applications on mobile/smart devices	ISO/TR 17522:2015 is applicable to the developments of smart health applications available anywhere, anytime and supporting new health businesses based on the smart devices. This Technical Report is to investigate the areas of ongoing developments and analyses of emerging interoperability standards for smart mobile devices.	Provides a summary of the challenges and related technical standards especially with regards to improving technical interoperability of devices and systems. The technical report is somewhat dated and would benefit from revision to a contemporary technical specification.
ISO/TR 17791:2013	TVC infrastructure, infostructure, services	Health software & device apps	Guidance on standards for enabling safety in health software	ISO/TR 17791:2013 provides guidance to National Member Bodies (NMBs) and readers by identifying a coherent set of international standards relevant to the development, implementation and use of safer health software. The framework presented in ISO/TR 17991:2013, together with the mapping of standards to the framework, illustrate relevant standards and how they can optimally be applied	Does not directly support TVC services, but does provide useful overview for manufacturers, of the standards relevant to the safety of health software through its lifecycle .
ISO/TR 19231:2014	TVC infrastructure, infostructure, services	Health software & device apps	Health informatics Survey of mHealth projects in low and middle income countries (LMIC)	ISO/TR 19231:2014 surveys ongoing national mHealth projects in LMIC, to which some emerging technologies such as zero configuration and proximity computing are applicable, especially when the information and communication technology (ICT) infrastructure is not established in those countries. The scope is constrained to mHealth use cases and technologies that are useful for LMICs. In addition, the purpose of this Technical Report is to survey national mHealth projects in LMICs, and mHealth frameworks	Consideration should be given to the use case of TVC services and updating references to newer ISO standards



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ISO/TR 20416:2020	TVC Implementation & governance	Service evaluation	Medical devices Post-market surveillance for manufacturers	Guidance on the post-market surveillance process and is intended for use by medical device manufacturers. This post-market surveillance process is consistent with relevant international standards, in particular ISO 13485 and ISO 14971. Describes a proactive and systematic process that manufacturers can use to collect and analyse appropriate data, to provide information for the feedback processes and use this to meet applicable regulatory requirements to gain experience from the post-production activities.	Post-market surveillance is also useful for TVC services using medical devices. The processes discussed in this report can also be applied by health organizations to services which deploy medical devices and health apps.
ISO/TR 21332:2021	Core health infostructure	Privacy, security & safety, Record & information repositories	Health informatics Cloud computing considerations for the security and privacy of health information systems	This document provides an overview of security and privacy considerations for Electronic Health Records (EHR) in a cloud computing service that users can leverage when selecting a service provider.	This standard is useful TVC services because access to health records is essential to TVC service
ISO/TR 21835:2020	Core health infostructure	Terminologies & classifications	Environmental scan of data elements in health systems.	This document provides an environmental scan of common data elements that are captured through various modalities such as cell phones, smart phones, mobile applications and remote monitoring devices that are combined with EHRs, patient portals and PHR systems which can ultimately be applicable to a variety of healthcare service environments.	Not directly applicable to TVC services because as short report it only provides background to some of the data elements that may be captured by a TVC service it is mainly useful to designers of health applications.
ISO/TR 25555:2024	TVC infrastructure, infostructure, services, TVC Implementation & governance, TVC processes	Healthcare responsibilites, Recipient care, User experience	Ageing societies Accessibility and usability considerations for home healthcare products, related services and environments	This document provides a collection of design considerations from existing international standards as well as best practices and observations obtained from the home healthcare field. This document is intended to be used as a reference for designing accessibility and usability of home healthcare products and associated services, and environments designed for non-professional users.	This standard can be referenced when considering the use of TVC services to support carers. Section 6 General considerations of services. Section 7 Considerations on environments
ISO/TS 23535:2022	TVC infrastructure, infostructure, services, TVC Implementation & governance	Service management, Network & security services	Cloud service agreements for health cloud services.	This document defines key characteristics in the health cloud service agreement that are indispensable in providing optimal health/healthcare management functionalities.	This standard is provides a description of the roles and activities needed to manage cloud services and specifies requirements that are important for TVC services.
ISO/TS 27527:2010	Core health infostructure	Identification, registries & directories	Health informatics Provider identification	ISO/TS 27527:2010 is primarily concerned with provider identification data for clinical and administrative purposes. ISO/TS 27527:2010 is intended for use by health and health-related establishments that create, use or maintain records on providers	Only applies to in-person physical services at present. Is not adequate for TVC services .



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ISO/TS 82304-2:2021	TVC infrastructure, infostructure, services	Health software & device apps	Health software Part 2: Health and wellness apps Quality and reliability	Provides quality requirements for health apps and defines a health app quality label in order to visualize the quality and reliability of health apps. This document is applicable to health apps, which are a special form of health software. It covers the entire life cycle of health apps. This document is intended for use by app manufacturers as well as app assessment organizations in order to communicate the quality and reliability of a health app. Consumers, patients, carers, health care professionals and their organizations, health authorities, health insurers and the wider public can use the health app quality label and report when recommending or selecting a health app for use, or for adoption in care guidelines, care pathways and care contracts.	This standard focuses only on the labelling requirements for health apps. The standard does not consider the services used to deliver and support health apps. IS 13131 should be used for guidance on the services supporting these health apps. Provides guidance on the labelling of health apps used by TVC services. This standard does not cover the case of health applications running on mobile devices used by consumers.
ISO/WD 25557.2	TVC processes	Healthcare responsibilities, Recipient care, Healthcare environment	Care for older persons at home and in residential care facilities	This document would specify requirements and recommendations for the provision of health and social care services for older persons provided by healthcare and social care personnel, irrespective of whether the service is provided in the persons own home or in a care home. The services concerned also include those offered to older people who do not reside permanently at a care home, such as temporary accommodations.	Focussed on physical in-home care
ITU-T Rec. F.780.2 Accessibility of telehealth	TVC Implementation & governance	User experience	WHO-ITU: Global standard for accessibility of telehealth services:2022	This standard provides a list of technical requirements that telehealth platforms must have to ensure accessible telehealth service provision. The requirements are intended for adoption by Member States as regulations or legislation and should also be voluntarily implemented by health care professionals and manufacturers.	Useful for designers of TVC services and applications
PAHO: Implementation of a Telemedicine:2016	TVC Implementation & governance	Sponsorship and leadership, Planning and service design, Implementation and support, Service evaluation	PAHO: Framework for the Implementation of a Telemedicine Service:2016	Aims to provide solutions for the successful implementation of telemedicine services (and eHealth, in general) in the health care setting. Identifies key theories, models, and frameworks used in the science of implementation, and a theoretical framework for incorporating and standardizing the use of telemedicine in health care institutions.	Useful for evaluation of TVC services
UNICEF: Primary Healthcare:2020	TVC processes, Quality and risk management	Service planning, Recipient care, Healthcare responsibilities, Risk management, Healthcare environment	WHO-ITU: Global standard for accessibility of telehealth services:2022	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.	A practical too for primay health care using TVC service
WHO Europe Quality Tool:2024	TVC processes, TVC Implementation & governance, Quality and risk management	Risk management, Recipient care, Human resources, User experience, Service evaluation, Ethical and legal behaviour, Resources and planning, Quality management	WHO Europe Telehealth Quality Tool:2024	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.	Considers the patient points of view
WHO: Digital interventions for health: 2019	TVC Implementation & governance	Resources and planning, Planning and service design, Implementation and support, Service evaluation	WHO: Recommendations on digital interventions for health system strengthening	The key aim of this guideline is to present recommendations based on a critical evaluation of the evidence on emerging digital health interventions that are contributing to health system improvements, based on an assessment of the benefits, harms, acceptability, feasibility, resource use and equity considerations.	Provides general recommendations for digital service design and implementation
WHO: Digital Investment Guide:2020	TVC Implementation & governance	Sponsorship and leadership, Resources and planning, Planning and service design, Service management	WHO: Digital Implementation Investment Guide:2020	This practical Guide serves as a companion to the "WHO guideline: recommendations on digital interventions for health system strengthening" and provides a systematic process for countries to develop a costed implementation plan for digital health within one or more health programme areas	Provides general recommendations for digital service design and implementation



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Standard number	Domains	Sub-domains	Standard name	Standard description	Application
WHO: Implementation guide:2022	TVC Implementation & governance, Quality and risk management	Risk management, Service management, Service evaluation, Resources and planning, Service planning, Information management, User experience	WHO: Consolidated telemedicine implementation guide:2022	Synthesizes key considerations from WHO resources relevant developed over the past decade. Provides a comprehensive overview of the key planning, implementation and maintenance processes to inform a costed investment plan and support countries across different stages in their telemedicine journey.	Considers what is needed to support TVC services at the national level

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.

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