



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	Ethiopia Ministry of Health: Telehealth Implementation Guideline Practical tips	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	Kenyan government E-Health Act	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	Allied health professions council of Namibia: Ethical guidelines on Telemedicine.	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	Health Professions Council of South Africa: General ethical guidelines for good practice in telehealth	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	Medical And Dental Practitioners Council of Zimbabwe: Policy on International Telemedicine	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		Bahrain National Health Regulatory Authority's (NHRA): Health Requirements	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		Bahrain National Health Regulatory Authority's (NHRA): Telemedicine Dispensing Procedure	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	Kuwait Ministry of Health: Law No. 70 of 2020 regarding the practice of the medical profession	Telehealth is covered under Medical Practice Law No. 70 of 2020.
Pakistan	2022	Provincial Assembly of Sindh	The Sindh Telemedicine and Telehealth Bill http://sindhlaws.gov.pk/setup/publications_SindhCode/PUB-NEW-23-000066.pdf
Saudi Arabia		National Health Information Centre (NHIC), Saudi Health Council: Telehealth Application Guidelines	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		National Health Information Centre (NHIC), Saudi Health Council: The Governing Rules of Telehealth (Telemedicine) in Saudi Arabia	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		National Health Information Centre (NHIC), Saudi Health Council: The Governing Rules of Telehealth (Telemedicine) in Saudi Arabia - Executive Rules	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	Emirates Health Services: Annex to Cabinet Resolution no. 40 for 2019 Governing Tele-health Services, entitled "Controls and Conditions of Providing Remote Health Services"	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	Emirates Health Services: Annex to Cabinet Resolution no. 40 for 2019 Governing Tele-health Services, entitled "Controls and Conditions of Providing Remote Health Services"	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	Dubai Health Authority: The Standards for Telehealth Services, applicable to Dubai	At an Emirate level, this document contains standards for the provision of Telehealth Services in the Emirate of Dubai.
United Arab Emirates	2021	Abu Dhabi Department of Health: Standard on Telemedicine, applicable to Abu Dhabi	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	Kingdom of Morocco: Décret n° 2-20- 675 du 8 jourada II 1422 (22 janvier 2021) relatif à la télé-médecine	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	Croatian Ministry of Healthcare: Health Care Act, Articles 4 and 34	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	Danish National ehealth Authority: Reference Architecture for collecting health data from citizens	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	French Ministry of Health and Sports: Décret no 2010-1229 du 19 octobre 2010 relatif à la télémedecine	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	French Health Authority	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	German Society for Anaesthesiology and Intensive Care Medicine e.V.: Guideline on telemedicine in intensive care medicine	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		German Society for Anaesthesiology and Intensive Care Medicine e.V.: S1 Guideline Telemedicine in Prehospital Emergency Medicine: Structural Recommendations of the DGA	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		German Dermatological Society: S2k Guideline Tele dermatology	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	Italian Ministry of Health: TELEMEDICINE - National guidelines	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	Italian Ministry of Health: Guidelines for telemedicine services - functional requirements and levels of service.	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	Italian Ministry of Health: Organisational guidelines containing the digital model for the implementation of Home assistance.	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. https://www.gazzettaufficiale.it/eli/id/2022/05/24/22A03098/sg
Italy	2022	Italian Ministry of Health: Models and standards for the development of territorial assistance in the National Health Service.	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	Republic of Kazakhstan: Code of the Public Health and Healthcare System	
Portugal	2016	Portuguese Ordem dos Médicos: Regulamento n.º 707/2016, de 21 de julho	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		Portugese Ministry of Health-CNTS: Tool Kit TeleConsulta	Two tool kits on how to do teleconsultations
Portugal		Portugese Ministry of Health-CNTS: Good practice guide	A short guide for health professionals
Romania	2022	UNICEF: Guide to Telemedicine in Primary Healthcare	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	Standards Spain: Standards for Digital Health	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		Standards Spain: UNE 179011 Servicios sanitarios Teleconsulta	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	Swedish National Board of Health and Welfare: Digital care services General principles for care and treatment	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	Turkish Ministry of Health: Notification regarding Standards of Service in Respect of Medical Facilities via Telemedicine System	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	UK National Institute for Health and Care Excellence: Evidence standards framework for digital health technologies.	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	Nuffield Department of Primary Care Health Sciences, University of Oxford: Video consulting in the NHS	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	UK National Institute for Health and Care Excellence: Evidence standards framework (ESF) for digital health technologies	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	UK NHS England: Video consultation tools	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		NHS England: Digital First Online Consultation and Video Consultation framework	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. https://digital.nhs.uk/services/digital-care-services-catalogue/digital-first-online-consultation-and-video-consultation-framework
WHO	2024	WHO Europe: Telehealth quality of care tool	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	Health Standards Organization:: Virtual Health Standard	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: • Organizations that receive and/or deliver Virtual Health services with guidance on how to ensure quality and safety in their institutional and virtual contexts • Policy makers with a blueprint for the requirements to designate organizations that receive and/or deliver Virtual Health services in their jurisdictions • External assessment bodies with measurable requirements to include in assessment programs
Mexico	2016	Mexican Ministry of Health: Mexican Official Standard project PROY-NOM-036-SSA3-2015	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	Mexican Ministry of Health: Telehealth Project Planning and Development Guide	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	Mexican Ministry of Health: Remote care model	Remote care model and protocols
USA	2023	American Telemedicine Association Guidelines: Various clinical specialties behind a paywall.	Various clinical specialties 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	US Department of Health and Human Services: HIPAA Rules for telehealth technology	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	U.S. Department of Health and Human Services: Telehealth What you need to know	A general guide for providers.



WHO Region – South America

Country	Year	Publisher, Guideline or Law	Description
Argentina	2019	Argentinian Ministry of Health: Meeting between the health professional and the patient using information and communication technologies in real time	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	Brazilian Federal Council of Medicine: Resolution n. 2,134/2022 Manual of Good Practices in Telemedicine and in Telehealth	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	Brazilian Government: Telehealth Federal Law	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	Brazilian Ministry of Health: TeleHealth within SUS (Brazil's national health system)	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	Brazilian Ministry of Health: The SUS Digital Strategic Action	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	Brazilian Ministry of Health: TeleHealth Terminologies	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	Chilean Ministry of Health: IP Official Regulatory Letter No. 7 of the Superintendency of Health Providers	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	Columbian Ministry of Health: Resolution 2654	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	Columbian Ministry of Health: Resolution No. 00026540	Defines parameters for telemedicine services



WHO Region – South East Asia

Country	Year	Publisher, Guideline or Law	Description
Bangladesh	2020	Bangladesh Medical & Dental Council: Telemedicine Guidelines	Within the broad paradigm of telemedicine, these guidelines will be published in accordance with the BM&DC Act, 2010 and will have privileged access only. These guidelines are designed to serve as an aid and tool to enable registered medical doctors to effectively leverage telemedicine to enhance healthcare service and access to all. The guidelines cover norms and standards of the medical doctors to consult patients via telemedicine.
India	2020	Indian Medical Council: Telemedicine Practice Guidelines March 2020	The purpose of these guidelines is to give practical advice to Registered medical practitioners so that all services and models of care used by doctors and health workers are encouraged to consider the use of telemedicine as a part of normal practice.
Indonesia	2021	Indonesian Ministry of Health: Decree No. HK.01.07/ MENKES/4829/2021 on Guideline on Telemedicine Healthcare Services During COVID-19 Pandemic	The regulation provides guidelines for central government, regional government, doctors and other health workers, health services facility, persons in charge of telemedicine apps and other relevant stakeholders in providing health services via telemedicine (namely, remote health services using information and communication technology) during the covid-19 pandemic, which includes the provision of health information, diagnosis, treatment, prevention of deterioration, evaluation of the patient's health condition, and pharma services, including for monitoring covid-19 patients who are self-isolating
Malaysia	2020	Malaysian Medical Council: Advisory on Virtual Consultation (during the Covid19 pandemic)	Provisions in this guideline complement existing MMC guidelines that contain sections relevant to the practice of telemedicine. These include, but are not limited to, the Code of Professional Conduct, Good Medical Practice, Consent for Treatment by Registered Medical Practitioners, Confidentiality, Audio and Visual Recording, and should be read in conjunction with them.
Maldives		Ministry of Health, Maldives Telemedicine Guideline for Healthcare Professionals	This guideline serves as a framework for doctors and allied health professionals in Maldives to effectively deliver patient care via teleconsultation within the purview of their respective council regulations. It focuses on optimizing communication and service delivery of teleconsultation between patient and healthcare professionals. This guideline is relevant solely to the provision of services within the jurisdiction of Maldives.
Nepal	2020	Nepal Medical Council: Telemedicine Guidelines for Registered Medical Practitioners in Nepal	The guidelines apply to individual medical practitioners, group and specialty practices, hospitals and health care systems, and other providers of health-related services where there are telemedicine interactions for the purposes of health care delivery. These guidelines apply primarily to medical practitioners and patients located in Nepal.
Sri Lanka	2020	Sri Lanka Ministry of Health: National Digital Health Guidelines & Standards v2.0	This Guidelines and Standards aimed of streamlining the implementation of digital health solutions in the health sector of Sri Lanka. These were intended to be adopted when implementing digital health solutions in the state and private healthcare institutions in the country. However this publication does not specifically address field of Telehealth.
Sri Lanka	2024	Sri Lanka Ministry of Health: Telemedicine Guidelines for Sri Lanka v1	Provides overall guidance for healthcare providers, telemedicine platform developers/vendors, and consumers/patients receiving telemedicine services. It aims to establish best practices, ensure the quality and safety of telemedicine interactions, and foster a secure and effective care. It concentrates more on direct Doctor-Patient Telemedicine consultations.
Thailand	2021	Medical Council of Thailand:	This notification provides general guidelines surrounding telemedicine services, which were later expanded on February 2, 2021 and referred to as the Notification regarding Standards of Service in Respect of Medical Facilities via Telemedicine System B.E. 2564 (2021) (the "2021 Telemedicine Notification").
WHO	2021	WHO: Leveraging telehealth for efficient delivery of primary health care in the WHO South-East Asia Region.	This policy brief is based on a systematic review of telehealth initiatives for enhancing the delivery of primary health care (PHC) services across the WHO South-East Asia (SEA) Region. The identified initiatives were mapped with the specific health system needs that these interventions were aiming to address.



WHO Region – Western Pacific

Country	Year	Publisher, Guideline or Law	Description
Australia	2022	Standards Australia: AS ISO 13131:2022 Health informatics — Telehealth services — Quality planning guidelines	This document 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 are derived which provide guidelines for the operations of telehealth.
Australia	2023	Medical Board of Australia: Telehealth consultations with patients	These guidelines inform registered medical practitioners and the community about the Medical Board of Australia's (the Board) expectations of medical practitioners who have telehealth consultations with patients.
China	2018	Peoples Republic of China	Chinese measures - (i) Administrative Measures for Internet-based Diagnosis; (ii) Administrative Measures for Internet Hospitals;& (iii) Good Practices for Telemedicine Services (Chinese Measures)
China	2021	Peoples Republic of China	A series of administrative rules were promulgated on July 17, 2018 by PRC National Health Commission and National Administration of Traditional Chinese Medicine pursuant to PRC State Council's Opinion to Promote "Internet Plus Healthcare" promulgated on April 25, 2018. Administrative Measures for Internet Diagnosis and Treatment (For Trial Implementation); Administrative Measures for Internet Hospitals (For Trial Implementation); and Good Administrative Practice for Remote Medical Services (For Trial Implementation). In addition, on February 8, 2022, PRC National Health Commission and National Administration of Traditional Chinese Medicine further promulgated Rules for the Supervision of Internet Diagnosis and Treatment (For Trial Implementation).
Hong Kong	2019	The Medical Council of Hong Kong: Ethical Guidelines on Practice of Telemedicine	Given the diversity of telemedicine settings, these ethical guidelines aim to be broad and generic in nature since telemedicine is still in the developing stage in Hong Kong.
Japan	2011	Japanese Telemedicine and Telecare Association: Guidelines for the practice of home telemedicine	The Japan Telemedicine and Home telemedicine Association has developed this guideline to organize all the necessary information for physicians and dentists (referred to below as "physicians") and healthcare institutions planning to practice home telemedicine, and to discern the advantages and limitations of the latter.
Japan	2020	Ministry of Health, Labour and Welfare	Regarding timely and special handling of medical practice using telephones and information and communication equipment amidst the spread of COVID-19
Japan	2021	Ministry of Health, Labour and Welfare	Guidelines for Proper Implementation of Telemedicine 2018, Partially revised in January 2022
Philippines	2020	Philippines Medical Association: Telemedicine: guidance for physicians in the Philippines	This document is in support of the Joint Memorandum Circular 2020-0001 of the Department of Health (DOH) and the National Privacy Commission (NPC) on the use of telemedicine in the CoViD-19 response.
Philippines	2020	Philippines Department of Health: Joint Memorandum Circular 2020-0001	The aim of this Joint Memorandum Circular is to enable patients to receive health services even while staying at home except for serious conditions, emergencies, or to avail of COVID-19-related health services as per standing protocols.



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Singapore	2015	Singapore National Telemedicine Advisory Committee: National Telemedicine Guidelines	The National Telemedicine Guidelines (NTG) aim to address the relevant components for the delivery of Telemedicine services by healthcare providers through four domains: "Clinical Standards and Outcomes", "Human Resources", "Organisational", and "Technology and Equipment". The principles outlined in these Guidelines are meant to ensure patient and provider safety and to provide a holistic approach to execute the delivery of Telemedicine services in Singapore.
Taiwan	2018	Taiwan Ministry of Health and Welfare: Rules of Medical Diagnosis and Treatment by Telecommunications	Items subject to the Rules are as follows: 1. Disease history-taking; 2. Diagnosis; 3. Issuance of prescriptions; 4. Issuance of medical advice; 5. Adjustment of original prescriptions or advice; 6. Health education. No prescriptions shall be issued in case of any special circumstances set forth in the second subparagraph of the preceding Article.
Vietnam	2017	Vietnam Ministry of Health: Circular on Telemedicine	1. This Circular deals with telemedicine, including: telemedicine consultation; remote consultation on medical examination and treatment; teleradiology; remote anatomy consultation; remote surgery consultation and training in telemedicine technology transfer. 2. This Circular applies to health facilities and authorities, organizations and individuals (hereinafter referred to as "organizations and individuals") related telemedicine in the territory of Vietnam, including overseas organizations and individuals when connecting telemedicine with health facilities in Vietnam.
WHO	2020	WHO: Implementing telemedicine services during COVID-19: Guiding principles and considerations for a stepwise approach	This guidance aims to provide Member States with an understanding of the activities necessary to implement telemedicine effectively during COVID-19 and beyond the pandemic.
New Zealand	2020	Medical Council of New Zealand: Telehealth	This statement sets standards for doctors registered in New Zealand and practising telehealth in New Zealand and/or overseas. It is also for doctors who are overseas, who provide telehealth services to patients in New Zealand. This statement may be helpful for patients who receive aspects of their care through telehealth or who are thinking of consulting a doctor through telehealth

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