



REPORT ON THE APPROPRIATE USE OF TELEMEDICINE TECHNOLOGIES IN THE PRACTICE OF MEDICINE

FSMB Workgroup on Telemedicine
DRAFT REPORT – JANUARY 2022

INTRODUCTION

In April 2014, the Federation of State Medical Boards (FSMB) adopted the *Model Policy for the Appropriate Use of Telemedicine Technologies in the Practices of Medicine*, superseding the *Model Guidelines for the Appropriate Use of the Internet in Medical Practice (2002)*. At the time of its adoption, the *Model Policy (2014)* addressed current regulatory challenges associated with the provisions of telemedicine. Since then, the utilization of telemedicine has dramatically increased, resulting in not only advancements in telemedicine technologies, but also identification of newer or more pressing challenges to effective telemedicine utilization.

There are numerous factors contributing to the continual increase of telemedicine being used as a component of the practice of medicine. The greatest of these catalysts by far has been the global COVID-19 pandemic and resulting national public health emergency (PHE). Prior to the declaration of a PHE by the United States, telemedicine visits accounted for a small percentage of total care visits, but within the first six months of the PHE, total telemedicine visits increased by more than 2,000 percent. Certain specialties, such as psychiatry, endocrinology and neurology, saw greater increases in telemedicine utilization than others. Although the number of total telemedicine visits peaked, and has since declined, it remains well above pre-PHE levels.¹² That decline, however, does not mean that telemedicine will not be used more in the future. Telemedicine allows continued relationships between patients and providers after both office-based and telemedicine visits. Patients and physicians alike also now expect telemedicine to continue to be a component of healthcare delivery.

The rapid expansion of telemedicine has at the same time led to concerns regarding fraud and abuse, patient safety and access inequity. While the PHE led to rapid expansion of telemedicine, counties in the United States with lower median income, less broadband availability, and less pre-PHE telemedicine use continue to utilize telemedicine at a far lesser rate than other counties.³ Additional patient groups have also experienced inequity of telemedicine access, including older adults, those with limited English proficiency, and people from certain racial and ethnic minority groups. In 2019, despite the ubiquitous appearance of smartphone and related devices availability, 25 million Americans lacked internet access, while 14 million people did not have equipment capable of sharing or playing video images, such as a laptop, pc computer, smartphone, tablet or other device. Specifically, 18 percent of adults aged 65 or older did not have internet access at home, 13 percent of people living in non-metropolitan areas lacked internet access, and seven

¹ Cortex C, Mansour O, Qato DM, Stafford R, Alexander C. Changes in Short-term, Long-term, and Preventative Care Delivery in US Office-Based and Telemedicine Visits During the COVID-19 Pandemic. *Jama Health Forum*. 2021;2(7):e211529. Doi:10.1001/jamahealthforum.2021.1529

² Mehrotra A, Chermew M, Linetsky D, Hatch H, Cutler D, Schneider E. The Impact of COVID-19 on Outpatient Visits in 2020: Visits Remained Stable, Despite a Late Surge in Cases. *The Commonwealth Fund*. 22 Feb 2021.

³ Patel S, Rose S, Barnett M, Huskamp H, Uscher-Pines L, Mehrotra A. Community Factors Associated with Telemedicine Use During the COVID-19 Pandemic. *Jama Netw Open*. 2021;4(5):e2110330. Doi:10.1001/jamanetopen.2021.10330.

percent living in metropolitan areas lacked internet access.⁴ These marginalized and minoritized communities may be left behind despite advancements in telemedicine and improved access to care, unless such inequities are addressed.

Telemedicine is one component of the delivery of healthcare, and it can vary in quality, appropriateness and usefulness. It is important that as telemedicine continues to be utilized, regulatory agencies balance expanding regulatory opportunities for the adoption of telemedicine technologies with ensuring public health and safety. To address the challenges and evolving use of telemedicine, as well as apply lessons learned from the COVID-19 pandemic, Kenneth B. Simons, MD, the Chair of the Federation of State Medical Boards (FSMB), appointed the Workgroup on Telemedicine in May of 2021 to revise and expand the *Model Policy for the Appropriate Use of Telemedicine Technologies in the Practice of Medicine (2014)* to offer recommendations to state medical and osteopathic boards (hereinafter referred to as “medical boards” and/or “boards”), health care providers and patients. The Workgroup was charged with evaluating the impact of license waivers and modifications on the practice of medicine across state lines; evaluating the easing of geographic, site-specific and modality restrictions on the practice of telemedicine and the impact on patient access and care; reviewing current state and federal legislative, policy and regulatory trends; and evaluating the appropriate use of telemedicine during a public health emergency versus nonemergent/nonurgent times.

This new policy document provides guidance to state medical boards for regulating the use of telemedicine technologies in the practice of medicine, while raising awareness for licensees and patients alike as to the appropriate standards of care in the delivery of medical services⁵ via telemedicine technologies. It is the intent of the workgroup to offer a model policy for use by state medical boards and lawmakers to expand regulatory opportunities and enable wider, appropriate adoption of telemedicine technologies for delivering care while ensuring the public’s health and safety.

In developing the guidelines that follow, the workgroup took into account lessons learned from the PHE and conducted a comprehensive review of extant state and federal statutes and regulations, telemedicine technologies currently in use and proposed/recommended standards of care, and identified and considered existing standards of care applicable to telemedicine developed and implemented by several state medical boards.

⁴ Amin K, Rae M, Ramirez G, Cox C. How Might Internet Connectivity Affect Health Care Access? Peterson-KFF Health System Tracker. December 14, 2020. <https://www.healthsystemtracker.org/chart-collection/how-might-internet-connectivity-affect-health-care-access/#item-start>

⁵ The policy does not apply to the use of telemedicine when solely providing consulting services to another physician who maintains the physician-patient relationship with the patient, the subject of the consultation.

SECTION 1. Model Guidelines for State Medical Boards' Appropriate Regulation of Telemedicine

Section One. Preamble

The advancements and continued development of medical and communications technology have had a profound impact on the practice of medicine in the United States and offer opportunities for improving the delivery and accessibility of health care, particularly through telemedicine. Telemedicine continues to be best defined as the practice of medicine using electronic communication, information technology or other means of interaction between a licensee in one location and a patient in another location, with or without an intervening healthcare provider. State medical boards, in fulfilling their statutory duty to protect the public, often face complex regulatory challenges and patient safety concerns in adapting regulations and standards historically intended for the in-person provision of medical care to new delivery models involving telemedicine technologies, including but not limited to: 1) determining when a physician-patient relationship is established; 2) assuring privacy of patient data; 3) guaranteeing proper evaluation and treatment of the patient consistent with the same standard of care; and 4) limiting the inappropriate prescribing and dispensing of certain medications.

The [Name of Board] recognizes that using telemedicine technologies in the delivery of medical services offers potential benefits in the provision of medical care. When utilized and deployed effectively, the appropriate application of these technologies can reduce inequities and enhance medical care by facilitating communication with physicians and their patients or other health care providers through such means as, but not limited to, obtaining medical histories, performing virtual patient examinations, obtaining laboratory or other studies, remotely monitoring conditions, making diagnoses, giving medical advice and counseling, and prescribing medication and other treatments.

These guidelines should not be construed to alter the scope of practice of any health care provider or authorize the delivery of health care services in a setting, or in a manner, not otherwise authorized by law. In fact, these guidelines support a consistent standard of care and scope of practice notwithstanding the delivery tool or business method of enabling physician-to-patient communications. Telemedicine is one component of the practice of medicine. A physician using telemedicine technologies in the provision of medical services to a patient (whether existing or new) must take appropriate steps to establish the physician-patient relationship and conduct all appropriate evaluations and history taking of the patient consistent with established, evidence-based standards of care for the particular patient presentation. When the standard of care that is ordinarily applied to an in-person encounter cannot be met by virtual means, the use of telemedicine technologies is not appropriate.

The Board has developed these guidelines to educate licensees and the public as to the appropriate use of telemedicine technologies in the practice of medicine. The [Name of Board] is committed to assuring patient access to the convenience and benefits afforded by telemedicine technologies, while promoting the responsible and safe practice of medicine by physicians.

It is the expectation of the Board that physicians who provide medical care, electronically or otherwise, maintain the highest degree of professionalism and should:

- Place the welfare of patients first;
- Maintain acceptable and appropriate standards of practice;

- Adhere to recognized ethical codes governing the medical profession;
- Properly supervise non-physician clinicians; and
- Protect patient confidentiality.

Physicians are encouraged to comply with nationally recognized health standards and codes of ethics. There should be consistent ethical and professional standards applied to all aspects of a physician's practice. A physician's professional discretion as to the diagnoses, scope of care, or treatments should not be limited or influenced by non-clinical considerations of telemedicine technologies, and physician remuneration or treatment recommendations should not be materially based on the delivery of patient-desired outcomes (i.e., a prescription or referral) or the utilization of telemedicine technologies.

Section Two. Definitions

For the purpose of these guidelines, the following definitions apply:

“Consulting physician” means a physician who evaluates a patient and relevant medical data or images through a telemedicine mode of delivery upon recommendation of a referring physician.

“Patient abandonment” means the termination of a health care physician-patient relationship without the assurance that an equal or higher level of care meeting the assessed needs of the patient's condition is present and available.

“Remote patient monitoring” means the use of synchronous or asynchronous electronic information and communication technology to collect personal health information and medical data from a patient in one location that is transmitted to a licensee in another location for use in the treatment and management of medical conditions that require frequent monitoring.

“Static online questionnaire” means an internet questionnaire provided to a patient, to which the patient responds with a static set of answers, in contrast with an adaptive, interactive, and responsive online interview.

“Telemedicine” means the practice of medicine using electronic communications, information technology or other means between a licensee in one location and a patient in another location, with or without an intervening healthcare provider. Telemedicine is not an e-mail/instant messaging conversation or fax-based interaction. It typically involves the application of secure videoconferencing or store and forward technology to provide or support healthcare delivery by replicating the interaction of a traditional, encounter in person between a provider and a patient. Telemedicine may include audio-only communications, but audio-only communications should only be used as a substitute when a patient is unable or unwilling to access live-interactive modalities or when audio-only interactions are considered the standard of care for the corresponding healthcare service being delivered.

“Telemedicine Technologies” means technologies and devices enabling secure electronic communications and information exchange between a licensee in one location and a patient in another location, with or without an intervening healthcare provider.

Section Three. Licensure

A physician must be licensed, or appropriately authorized, by the medical board of the state where

the patient is located. The practice of medicine occurs where the patient is located at the time that telemedicine technologies are used. Physicians who diagnose, treat, or prescribe using online service sites are engaging in the practice medicine and must possess appropriate licensure in all jurisdictions where their patients receive care.

There are a few instances, however, where certain exceptions may permit the practice of medicine across state lines without the need for licensure in the jurisdictions where the patient is located. These exceptions to licensure are only permissible for established medical problems or ongoing workups and care plans, or in cases of prospective patient screening for complex referrals. Should medical care be sought by the patient for a different medical diagnosis or condition, the physician must refer the patient to a physician licensed in the state where the patient is located or obtain a license to practice medicine in the state where the patient is located. Specifically, these exceptions are:

Consultations and Screenings

Physician-to-Physician Consultations

The physician-to-physician consultation exception permits a consulting physician licensed in another state in which they are located to use telemedicine or other means to consult with a licensed practitioner who remains responsible for diagnosing and treating the patient in the state where the patient is located.

Prospective Patient Screening for Complex Referrals

Physicians providing specialty assessments or consultations, such as at Centers for Excellence, are not required to obtain a license in the state where the patient is located in order to screen a patient for acceptance of a referral. The out-of-state physician may then provide care via telemedicine utilizing the physician-to-physician consultation exception above. If the out-of-state physician agrees to diagnosis, counsel, or treat the patient directly, the patient must travel to the state where the physician is licensed, or the physician must obtain a license to practice medicine in the state where the patient is located.

Limited Follow-Up Care

Episodic Follow-Up Care

After a patient establishes a relationship with a physician, the patient may be travelling to other states for a limited time (e.g. vacation, business, or education) and have a need for ongoing medical care. In these instances, the physician with an established patient relationship may be best suited to provide care via telemedicine while the patient is out of the state.

If a traveling patient develops new medical conditions, the physician should refer the patient to obtain local care. If the physician becomes aware that the patient's out of state location is no longer temporary, the physician should similarly develop a plan to transition care to a physician licensed in the state where the patient is located. Physicians providing care under this exception should also be prepared to make referrals to a hospital or to a local specialist who can step in and assist, especially in cases of devolving medical or mental status.

Follow-up After Travel for Surgical/Medical Treatment

Due to the rarity or severity of a diagnosis or necessary treatment, a patient may choose to travel specifically to obtain specialty care at a medical center located in another state. In this situation, a significant portion of the diagnosis and treatment of the patient should occur in the physician's state of licensure, to include but not limited to, a surgical or procedural intervention. After the

workup, procedure, or treatment is performed, the patient may return to their own state of residence and require additional follow-up care. When this follow-up can be effectively provided virtually, physicians should be allowed to utilize telemedicine without obtaining a license to practice in the state where the patient resides. Physicians providing out-of-state care under this exception should ensure that their patients have backup plans to receive care locally if changes in their medical condition make that necessary.

To avoid confusion about when a physician does or does not require a license to practice across state lines, states are encouraged to consider various means of license portability. States may promote license portability by joining national compacts, such as the Interstate Medical Licensure Compact, as one mechanism to help physicians achieve necessary multi-state licensure to legally provide care to patients in other states.

Section Four. Standard of Care

A practitioner who uses telemedicine must meet the same standard of care and professional ethics as a practitioner using a traditional in-person encounter with a patient. The failure to follow the appropriate standard of care or professional ethics while using telemedicine may subject the practitioner to discipline by the medical board.

Scope of Practice

A practitioner who uses telemedicine should ensure that the services provided are consistent with the practitioner's scope of practice, including the practitioner's education, training, experience and ability. Physicians may supervise and delegate tasks via telemedicine technologies so long as doing so is consistent with applicable laws.

Establishment of a Physician-Patient Relationship

The health and well-being of patients depends upon a collaborative effort between the physician and patient.⁶ The relationship between the physician and patient is complex and is based on the mutual understanding of the shared responsibility for the patient's health care. Although it may be difficult in some circumstances to precisely define the beginning of the physician-patient relationship, particularly when the physician and patient are in separate locations, it tends to begin when an individual with a health-related matter seeks care from a physician. The relationship is clearly established when the physician agrees to undertake diagnosis and treatment of the patient, and the patient agrees to be treated, whether or not there has been an in-person encounter between the physician (or other appropriately supervised health care practitioner) and patient. A physician-patient relationship may be established via either synchronous or asynchronous telemedicine technologies without any requirement of a prior in-person meeting, so long as the standard of care is met.

The physician-patient relationship is fundamental to the provision of acceptable medical care. It is the expectation that physicians recognize the obligations, responsibilities, and patient rights associated with establishing and maintaining a physician-patient relationship. A physician is discouraged from rendering medical advice and/or care using telemedicine technologies without (1) fully verifying and authenticating the location and, to the extent possible, identifying the requesting patient; (2) disclosing and validating the provider's identity, location, and applicable credential(s); and (3) obtaining appropriate consents from requesting patients after disclosures regarding the delivery models and treatment methods or limitations, including any special

⁶ American Medical Association, Council on Ethical and Judicial Affairs, *Fundamental Elements of the Patient-Physician Relationship* (1990), available at <http://www.ama-assn.org/resources/doc/code-medical-ethics/1001a.pdf>.

informed consents regarding the use of telemedicine technologies. An appropriate physician-patient relationship has not been established when the identity of the physician may be unknown to the patient. If available, a patient should be able to select an identified physician for telemedicine services, not be assigned to a physician at random, and have access to follow-up care.

Evaluation and Treatment of the Patient

A documented medical evaluation and collection of relevant clinical history commensurate with the presentation of the patient to establish diagnoses and identify underlying conditions and/or contra-indications to the treatment recommended/provided must be obtained prior to providing treatment, including issuing prescriptions, electronically or otherwise. Gathering clinical history to make a diagnosis is often an iterative process and physicians need to have the opportunity and ability to ask iterative follow-up questions. If an evaluation requires additional ancillary diagnostic testing under the standard of care, the physician must complete such diagnostics, arrange for the patient to obtain the needed testing, or refer the patient to another provider. Additionally, as part of meeting the standard of care, physicians must use digital images, live video, or other modalities as needed to make a diagnosis if the standard of care in-person would have required physical examination. Treatment and consultation recommendations made in a virtual setting, including issuing a prescription via electronic means, will be held to the same standards of appropriate practice as those in in-person settings. Diagnosis, prescribing, or other treatment based solely on static online questionnaires, or those that do not obtain all of the information necessary to meet applicable standards of care, are not acceptable. Physicians practicing telemedicine utilizing adaptive questionnaires must have the ability to ask follow-up questions or obtain further history, especially when doing so is required to collect adequate information to appropriately diagnosis or treat.

Telemedicine technologies, where prescribing may be contemplated, must implement measures to uphold patient safety in the absence of a traditional physical examination. Measures to assure informed, accurate, and error prevention prescribing practices (e.g. integration with e-Prescription systems) are encouraged. To further assure patient safety in the absence of a physical examination, telemedicine technologies should limit medication formularies to ones that are deemed safe.

Prescribing medications via telemedicine, as is the case during in-person care, is at the professional discretion of the physician. The indication, appropriateness, and safety considerations for each prescription issued during a telemedicine encounter must be evaluated by the physician in accordance with state and federal laws, as well as current standards of practice, and consequently carry the same professional accountability as prescriptions delivered during an encounter in person. However, where such measures are upheld, and the appropriate clinical consideration is carried out and documented, physicians may exercise their judgment and prescribe medications as part of telemedicine encounters.

Informed Consent, Disclosure, and Functionality of Online Services Making Available Telemedicine Technologies

Evidence documenting appropriate patient informed consent for the use of telemedicine technologies must be obtained and maintained. Appropriate informed consent should, as a baseline, include the following terms:

- Identification of the patient and the patient's location
- Identification of the physician, the physician's credentials, and the physician's practice location;
- Types of transmissions permitted using telemedicine technologies (e.g. prescription refills,

patient education, etc.);

- The patient agrees that the physician determines, in conjunction with applicable laws, whether or not the condition being diagnosed and/or treated is appropriate for a telemedicine encounter;
- Details on security measures taken with the use of telemedicine technologies, such as encrypting data, enabling password protection of data files, or utilizing other reliable authentication techniques, as well as potential risks to privacy notwithstanding such measures;
- Hold harmless clause for information lost due to technical failures; and
- Requirement for express patient consent to forward patient-identifiable information to a third party.

Online services used by physicians providing medical services using telemedicine technologies should clearly disclose:

- Specific services provided;
- Contact information for physician;
- Licensure and qualifications of physician(s) and associated healthcare providers;
- Fees for services and how payment is to be made;
- Financial interests, other than fees charged, in any information, products, or services provided by a physician;
- Appropriate uses and limitations of the site, including emergency health situations;
- Uses and response times for e-mails, electronic messages and other communications transmitted via telemedicine technologies;
- To whom patient health information may be disclosed and for what purpose;
- Rights of patients with respect to patient health information; and
- Information collected and any passive tracking mechanisms utilized.

Online services used by physicians providing medical services using telemedicine technologies should provide patients a clear mechanism to:

- Access, supplement and amend patient-provided personal health information;
- Provide feedback regarding the online platform and the quality of information and services; and
- Register complaints, including information regarding filing a complaint with the applicable state medical and osteopathic board(s).

Online services must have accurate and transparent information about the online platform owner/operator, location, and contact information, including a domain name that accurately reflects the identity.

Advertising or promotion of goods or products from which the physician receives direct remuneration, benefits, or incentives (other than the fees for the medical care services) is prohibited. Notwithstanding, online services may provide links to general health information sites to enhance patient education; however, the physician should not benefit financially from providing such links or from the services or products marketed by such links. When providing links to other sites, physicians should be aware of the implied endorsement of the information, services or products offered from such sites. The maintenance of preferred relationships with any pharmacy is prohibited. Physicians shall not transmit prescriptions to a specific pharmacy, or recommend a pharmacy, in exchange for any type of consideration or benefit from that pharmacy.

Continuity of Care and Referral for Emergent Situations

Patients should be able to seek, with relative ease, follow-up care or information from the physician [or physician's designee] who conducts an encounter using telemedicine technologies. Physicians solely providing services using telemedicine technologies with no existing physician-patient relationship prior to the encounter must make documentation of the encounter using telemedicine technologies easily available to the patient and, subject to the patient's consent, any identified care provider of the patient immediately after the encounter. Physicians have the responsibility to refer patients for in-person follow-up care when a patient's medical issue requires an additional in-person physical exam, diagnostic procedure, ancillary lab, or radiologic test.

An emergency plan is required and must be provided by the physician to the patient when the care provided using telemedicine technologies indicates that a referral to an acute care facility or ER for treatment is necessary for the safety of the patient. The emergency plan should include a formal, written protocol appropriate to the services being rendered via telemedicine technologies.

If a patient experiences an emergent situation, complication, or side effects after an encounter using telemedicine technologies, physicians have the responsibility to refer the patient to appropriate emergency care (e.g. acute care, emergency room, or another provider) to ensure patient safety. It is insufficient for physicians to simply refer all patients to the emergency department; each situation should be evaluated on an individual basis and referred based on its severity and urgency.

Physicians have an obligation to support continuity of care for their patients. Terminating the medical care of a patient without adequate notice or without making other arrangements for the continued care of the patient may be considered patient abandonment or result in discipline from the Board. A physician may not delegate responsibility for a patient's care to another person if the physician knows, or has reason to know, that the person is not qualified to undertake responsibility for the patient's care.

Medical Records

The medical record should include, if applicable, copies of all patient-related electronic communications, including patient-physician communication, prescriptions, laboratory and test results, evaluations and consultations, records of past care, and instructions obtained or produced in connection with the utilization of telemedicine technologies. Informed consents obtained in connection with an encounter involving telemedicine technologies should also be filed in the medical record. The patient record established during the use of telemedicine technologies must be accessible and documented for both the physician and the patient, consistent with all established laws and regulations governing patient healthcare records. Records should be in a format that is easily transferable to the patient. Physicians must share the medical record with the patient's primary care physician, if requested. In order to coordinate care, physicians are encouraged to automatically share records with the patient's primary care physician and other relevant members of the patient's existing care team.

Privacy and Security of Patient Records & Exchange of Information

Physicians should meet or exceed applicable federal and state legal requirements of medical/health information privacy, including compliance with the Health Insurance Portability and Accountability Act (HIPAA) and state privacy, confidentiality, security, and medical retention rules. Physicians are referred to "Standards for Privacy of Individually Identifiable Health

Information,” issued by the Department of Health and Human Services (HHS).⁷ Guidance documents are available on the HHS Office for Civil Rights Web site at: www.hhs.gov/ocr/hipaa.

Written policies and procedures should be maintained at the same standard as traditional in-person encounters for documentation, maintenance, and transmission of the records of the encounter using telemedicine technologies. Such policies and procedures should address (1) privacy, (2) healthcare personnel (in addition to the physician addressee) who will process messages, (3) hours of operation, (4) types of transactions that will be permitted electronically, (5) required patient information to be included in the communication, such as patient name, identification number and type of transaction, (6) archival and retrieval, and (7) quality oversight mechanisms. Policies and procedures should be periodically evaluated for currency and be maintained in an accessible and readily available manner for review.

Sufficient privacy and security measures must be in place and documented to assure confidentiality and integrity of patient-identifiable information. Transmissions, including patient e-mail, prescriptions, and laboratory results must be secure within existing technology (i.e., password protected, encrypted electronic prescriptions, or other reliable authentication techniques). All patient-physician e-mail, as well as other patient-related electronic communications, should be stored and filed in the patient’s medical record, consistent with traditional record-keeping policies and procedures.

SECTION 2. Equity of Healthcare Access

When utilized and deployed effectively as a seamlessly integrated part of healthcare delivery, telemedicine can improve access and reduce inequities in the delivery of healthcare. To be effective, certain barriers must be eliminated or reduced, such as literacy gaps, access to broadband internet, and coverage and payment of telemedicine services.

Education

Physicians, health systems, and other telemedicine providers should develop educational and training information for patient groups with known limited digital literacy and access. These patient groups include, but are not limited to, older adults, people with lower incomes, limited health literacy, limited English proficiency, and people from racial and ethnic minority communities.

Broadband Internet

States should pursue policies to expand broadband access to all geographic regions, including low-cost options to those communities that are unable to afford it.

Coverage and Payment

Limiting coverage may lead to additional inequities in the delivery of healthcare via telemedicine. Health plans should provide coverage for the cost of healthcare services provided through telemedicine on the same basis and to the same extent that the carrier is responsible for coverage through in-person treatment or consultation. Health plans should not have separate networks for telehealth or select telehealth providers.

⁷ 45 C.F.R. § 160, 164 (2000).

ADDITIONAL REFERENCES

12 Va. Admin. Code § 5-31-10

45 C.F.R. § 160, 164 (2000)

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