

- Electronic copy is controlled under document control procedure. Hard copy is uncontrolled & under responsibility of beholder.
- It is allowed ONLY to access and keep this document with who issued, who is responsible and to whom it is applicable.
- Information security code:  Open  Shared-Confidential  Shared-Sensitive  Shared-Secret

### Telehealth Services Inspection Checklist- Final

Name of the Facility: \_\_\_\_\_

Date of Inspection: \_\_\_/\_\_\_/\_\_\_

Ref.	Description	Yes	No	N/A	Remarks
<b>5</b>	<b>STANDARD ONE: HEALTH FACILITY REGISTRATION AND LICENSURE REQUIREMENTS</b>				
iii	All platforms shall have HIPAA compliance certification.				
iv	All platforms shall have ISO 27001 compliance certification.				
5.6.3	Install equipment, devices and technologies approved by Ministry of Health and Prevention (MOHAP) that are required for telehealth service delivery, including peripheral devices and associated software.				
5.6.4	Ensure a written Contract or Memorandum of Understanding (MOU) is in place and kept up to date where telehealth service provision entails two or more entities.				
5.6.5	Have in place the following policies and procedures:				
a	Telehealth service description with scope of services available to members of the public.				
i	The service description shall fulfil patients' healthcare needs and assure continuity of care.				
b	Patient identification, selection and risk assessment.				
c	Patient consent.				
d	Use of Information Technology Systems including machine learning and artificial intelligence technologies.				
e	Clinical care pathways and prescribing protocols.				
i	Clinical care pathways and prescribing protocols must include red flags for referral and emergency referral and be reviewed on a periodic basis.				
ii	Amendments to clinical care pathways and prescribing protocols				

Checklist	ID	Issue#	Issue Date	Revision Date	Page#
Telehealth Services / Final	CP_9.6.01_F32	1	Nov 14, 2022	Nov 14, 2025	1/6

- Electronic copy is controlled under document control procedure. Hard copy is uncontrolled & under responsibility of beholder.
- It is allowed ONLY to access and keep this document with who issued, who is responsible and to whom it is applicable.
- Information security code:  Open  Shared-Confidential  Shared-Sensitive  Shared-Secret

	must be documented.				
f	Health record documentation management.				
g	Patient privacy and confidentiality.				
h	Patient referral, follow up and continuity of care.				
i	Incident recording and reporting.				
j	Quality and safety improvement.				
k	Business continuity.				
l	Emergency protocol for emergency patient cases.				
m	Equipment testing, maintenance and failure management.				
n	Network and data confidentiality, transmission, storage and access security.				
5.7.7	Provision of uninterrupted/backup power supply.				
5.7.9	Provision for technical systems to record and document patient information and telehealth services.				
5.7.10	Protection of information stored in the electronic health records.				
5.8	Telehealth Booth				
c	The booth shall include a waiting area as per the minimum requirements for an outpatient clinic.				
d	The booth shall allow for patient privacy during the provision of telehealth services.				
e	The booth shall adhere to infection control and fire safety protocols.				
f	The booth shall maintain a portable Automated External Defibrillator (AED).				
<b>6</b>	<b>STANDARD TWO: HEALTH FACILITY MANAGEMENT RESPONSIBILITIES</b>				
6.1.8	Have in place an electronic health record system that guarantees patient identification, authentication, collection of safe, secure and comprehensive patient information during the provision of telehealth services, including voice recording in for quality control and quality improvement.				

Checklist	ID	Issue#	Issue Date	Revision Date	Page#
Telehealth Services / Final	CP_9.6.01_F32	1	Nov 14, 2022	Nov 14, 2025	2/6

- Electronic copy is controlled under document control procedure. Hard copy is uncontrolled & under responsibility of beholder.
- It is allowed ONLY to access and keep this document with who issued, who is responsible and to whom it is applicable.
- Information security code:  Open  Shared-Confidential  Shared-Sensitive  Shared-Secret

6.1.9	Develop and implement Standard Operating Procedures (SOPs) governing telehealth services.				
6.1.10	Ensure policies are in place for billing, scheduling, cancellation and refunds.				
6.1.14	Ensure access to Telehealth services does not exclude People of Determination.				
10	<b>STANDARD SIX: PATIENT ASSESSMENT AND CARE MANAGEMENT</b>				
10.4	Telehealth providers must ensure policy and procedures are in place for emergency requests. The policy and procedures shall include:				
10.4.1	A written protocol appropriate to the telehealth services being provided.				
a	The protocol should be tested on a regular basis.				
b	The outcome of the testing and improvement plan should be documented.				
11	<b>STANDARD SEVEN: TELECONSULTATION (SYNCHRONOUS)</b>				
11.1.5	Telehealth consultation should be offered in at least Arabic and English languages.				
12	<b>STANDARD EIGHT: TELEDIAGNOSIS (SYNCHRONOUS AND ASYNCHRONOUS)</b>				
12..1	The provision of Telediagnosis services shall adhere to the following:				
12.1.1	Ensure equipment and tools, software and hardware are appropriate for Telediagnosis in the related field including but not limited to:				
a	High definition medical camera.				
b	Digital Stethoscope (General Medical).				
c	Digital Derma scope (Dermatology).				
d	Digital Otoscope (ENT).				
e	Digital Iriscope (Eye).				
f	Ultrasound (Gynaecology, Sonology).				

Checklist	ID	Issue#	Issue Date	Revision Date	Page#
Telehealth Services / Final	CP_9.6.01_F32	1	Nov 14, 2022	Nov 14, 2025	3/6

- Electronic copy is controlled under document control procedure. Hard copy is uncontrolled & under responsibility of beholder.
- It is allowed ONLY to access and keep this document with who issued, who is responsible and to whom it is applicable.
- Information security code:  Open  Shared-Confidential  Shared-Sensitive  Shared-Secret

g	ECG (Cardiology).				
h	X-Ray Scanner (Radiology).				
i	Digital Notepad (Prescription Writing).				
12.1.4	Ensure high quality audio-visual equipment and software is used for continuous two-way communication.				
12.1.6	Ensure data is captured through routine workflow and the data collection system is automated and integrated into the telehealth system. As a minimum, the system should capture:				
a	Diagnostic images (high definition).				
b	Vital signs.				
c	Clinical prescriptions.				
d	Laboratory reports.				
e	Physician assessment report and recommendations with date and time.				
<b>13</b>	<b>STANDARD NINE: TELEMONITORING (SYNCHRONOUS AND ASYNCHRONOUS)</b>				
13.10.4	PRM services shall be available throughout the day and night (24/7).				
<b>14</b>	<b>STANDARD TEN: MOBILE HEALTH (MHEALTH)</b>				
14.5	Telehealth providers that utilize telehealth technologies and applications for Mhealth devices should assure the following specifications are met:				
14.5.4	Secure access for Mobile Wi-Fi, and Bluetooth connectivity.				
14.5.5	Text functionality.				
14.5.6	QR code scanning.				
14.5.7	GPS functionality.				
14.5.8	Motion sensor functionality.				
14.5.9	Microphone functionality.				
14.5.10	Voice Over Internet Protocol (VOIP) and Video conferencing capability.				

Checklist	ID	Issue#	Issue Date	Revision Date	Page#
Telehealth Services / Final	CP_9.6.01_F32	1	Nov 14, 2022	Nov 14, 2025	4/6

- Electronic copy is controlled under document control procedure. Hard copy is uncontrolled & under responsibility of beholder.
- It is allowed ONLY to access and keep this document with who issued, who is responsible and to whom it is applicable.
- Information security code:  Open  Shared-Confidential  Shared-Sensitive  Shared-Secret

14.5.11	Physician and patient identification and authentication.				
14.5.12	Secure user interface with the treating physician.				
14.5.13	Image capture functionality (high definition).				
14.5.14	Interface with medical devices utilised for telehealth services.				
<b>15</b>	<b>STANDARD ELEVEN: TELEROBOTICS AND ROBOT ASSISTED SERVICES</b>				
15.1	Telesurgery (non-autonomous)				
15.1.2	Telesurgery devices should entail a bilateral master-slave system (expert site and remote manipulator site) with direct control by the user.				
a	Master control unit (robot command station) shall be operated by the physician using hand and foot control while watching surgery on a high- quality 3D monitor.				
b	The master control unit may be located away from the operating room.				
c	A slave unit containing robotic arms should be present to operate on the patient.				
d	Support staff must be present at the patient site.				
15.1.3	High-speed connectivity or Local Area Network and information management system must be in place with high definition visual and audio capability to enable time-bound and accurate intervention and exchange of information.				
a	The network must support:				
i	Real time control data.				
ii	Medical video stream.				
iii	High-level management data.				
f	There must be a risk management plan in place for all short and long distance surgeries to include delay in synchronisation of commands and data packets exchanged between the two sites and operating systems.				
15.2	Telepresence and video conferencing (robot assisted services)				

Checklist	ID	Issue#	Issue Date	Revision Date	Page#
Telehealth Services / Final	CP_9.6.01_F32	1	Nov 14, 2022	Nov 14, 2025	5/6

- Electronic copy is controlled under document control procedure. Hard copy is uncontrolled & under responsibility of beholder.
- It is allowed ONLY to access and keep this document with who issued, who is responsible and to whom it is applicable.
- Information security code:  Open  Shared-Confidential  Shared-Sensitive  Shared-Secret

15.2.2	Requirements for telepresence and video conferencing include:				
a	Secure high-speed internet connectivity.				
b	Visual Display Panel.				
c	Desktop head and neck robots or drivable robots				
d	Pan, tilt and zoom cameras.				
e	Off-site medical professionals to move, look around, communicate, and participate from remote locations.				
f	Feedback loop sensory system to the operator.				
g	Mobile robot avatar for remote patient consultation.				
h	Maintenance and software upgrade schedule.				
i	Integrated document management system.				

Checklist	ID	Issue#	Issue Date	Revision Date	Page#
Telehealth Services / Final	CP_9.6.01_F32	1	Nov 14, 2022	Nov 14, 2025	6/6