

Telehealth Quality Group

The TQG:

- is an international network of telehealth service providers, users and other stakeholders;
- is the focal point for the sharing of experience, knowledge and good practice in telehealth;
- owns, manages and promotes the International Code of Practice for Telehealth Services;
- is a catalyst for change, undertakes research and offers training and consultancy; and
- collaborates with telehealth and telecare bodies worldwide.

The International Code of Practice for Telehealth Services 2016 *a flexible code that supports service innovation*

What it is:

- The international quality benchmark for telehealth services.
- Incorporates International Standard ISO/TS 13131 Quality Planning Guidelines for Telehealth Services.
- Compatible with
 - European Standard EN 50134-7 Alarm Systems. Social Alarm Systems: Application Guidelines; and
 - telehealth-related standards developed in Australia, Canada, France, Germany, the Netherlands, New Zealand, Spain, the United Kingdom and the United States.
- Fits in with World Health Organisation and European Commission aspirations for telehealth.
- Relevant to people of all ages, in all places, including while travelling.
- Accommodates the needs of people who access services via mobile or fixed devices.
- Compatible with operational codes for different aspects of service provision
 - including vital signs monitoring, telecare, PERS, virtual visiting, activity monitoring and mHealth.
- Operates at local and international levels.

Benefits for Users and Service Providers:

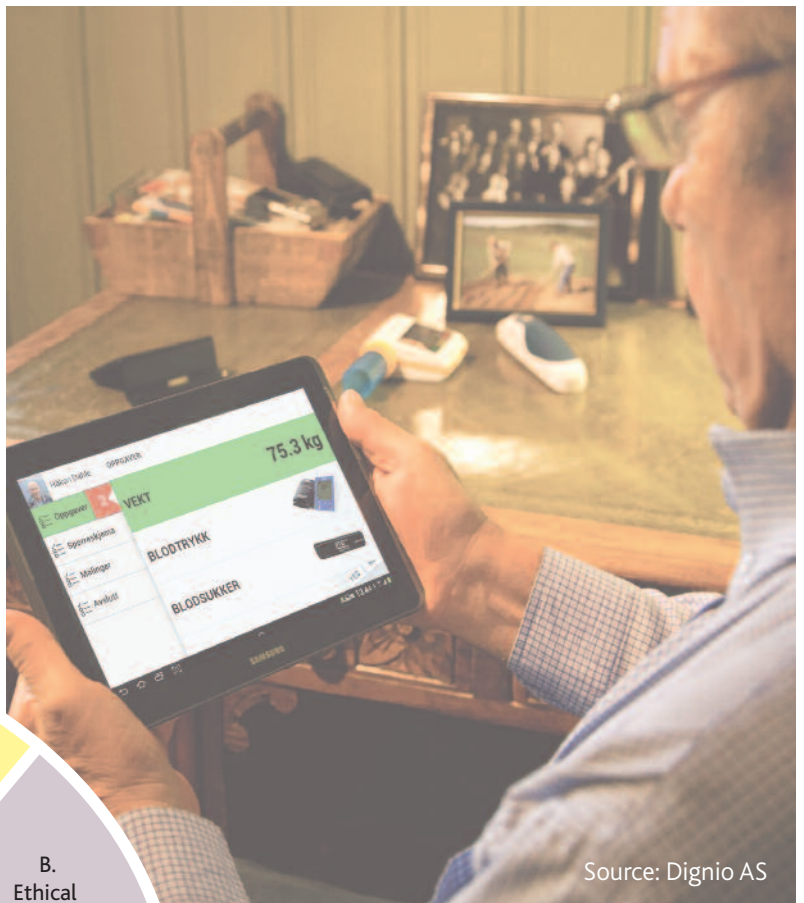
- Helps improve service quality.
- Supports self-management and the development of knowledge among users, clients and patients.
- Provides a strategic context that promotes service innovation in responsible ways.
- Reassures users, insurers, and service procurers / commissioners.
- Can be a requirement for government bodies and regulatory agencies.

Certification:

- Services can self-certify or be externally assessed against the requirements of the Code.
- External formal assessments against requirements of the Code are undertaken by approved bodies such as DNV GL.



Structure of the International Code of Practice for Telehealth Services 2016:



Source: Dignio AS



Telehealth Service Domains covered by the Code:

- Health / motivational coaching and advice.
- Activity and lifestyle monitoring.
- Safeguarding and monitoring in care settings.
- Gait, seizure and falls prediction / management.
- Point of care testing and diagnoses.
- Vital signs monitoring.
- Mobile health technology systems (e.g. apps).
- Medication or therapy adherence.
- Rehabilitation and (re)ablement.
- Responses to adverse events and incidents.
- Tele-consultations and virtual presence.

Contact Us: info@telehealth.global

Further Details: www.telehealth.global

The International Code of Practice for Telehealth Services is the property of the Telehealth Quality Group (TQG). The predecessor European Code was developed with the support of the European Commission (EAHC 2009 11 11). The TQG is a non-profit organisation registered as a European Economic Interest Group (GE000306).