

Telehealth Quality Group

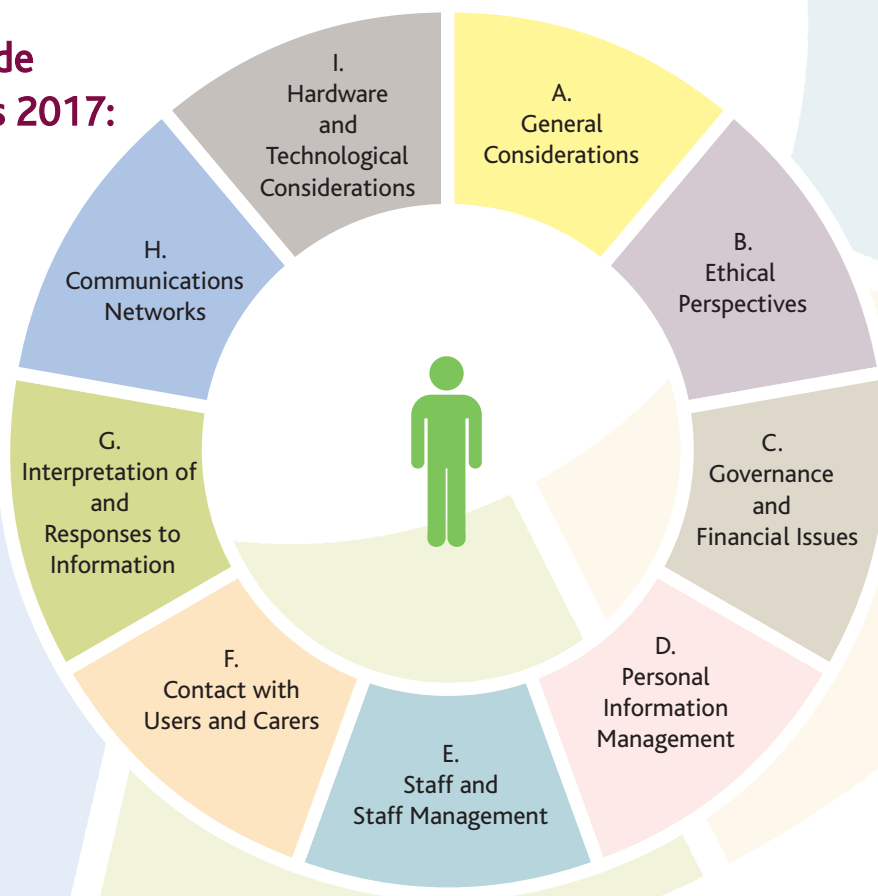
The TQG:

- is an international network of telehealth service providers, users and other stakeholders;
- provides a focal point for the exchange 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;
- collaborates with telehealth and telecare bodies worldwide; and
- is a partner in the European Commission-funded PROGRESSIVE project that is focused on standards around ICT for active and healthy ageing. See www.progressivestandards.eu

Telehealth:

- is the means by which technologies and related services concerned with health and well-being are accessed by people or provided for them irrespective of their location.
- is a component of 'digital health' and a key part of the revolution whereby people are able to access services in new ways – using fixed and mobile technologies.
- has an important role in supporting good physical and mental health.
- is for people of all ages – important to a 26-year-old managing her diabetes as much as to an 86-year-old being supported with his dementia.

Structure of the International Code of Practice for Telehealth Services 2017:



Source: Dignio AS

The International Code of Practice for Telehealth Services 2017

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;
 - 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.
- Meets the needs of people who access services via mobile or fixed devices.
- Compatible with operational codes and protocols for different aspects of service provision
 - including vital signs monitoring, telecare, PERS, tele- and video-consultations, 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 be certified following self-assessment or external assessment. A rigorous process applies.
- External assessments against requirements of the Code are undertaken by approved bodies such as DNV GL.



<http://dnvglhealthcare.com>

Telehealth Service Domains covered by the International Code:

- Vital signs monitoring.
- Telecare and social alarms (PERS)
- Activity and lifestyle monitoring.
- Gait, seizure and falls prediction / management.
- Medication or therapy adherence.
- Tele- and video-consultations.
- Tele-psychiatry.
- Health / motivational coaching and advice.
- Rehabilitation and (re)ablement.
- Mobile health technology systems (e.g. apps).
- Point of care testing and diagnoses.
- Safeguarding and monitoring in care settings.

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).

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