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Current and future guidelines for Telehealth Services

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AIDH IMIA

ISO 13131 - Quality Planning of Telehealth Services is an umbrella guide for telehealth

- Use ISO 13131 to develop your own standards and guides
- Provides processes to derive quality criteria
- Provides examples of quality criteria
- ISO 13131 should be applied to each health care setting to derive quality criteria specific to that setting

Quality & safety in telehealth

ISO 13131 - Quality Planning of Telehealth Services

Quality domains

- quality management
- financial management
- service planning
- workforce planning
- healthcare planning
- healthcare responsibilities
- facilities management
- technology management
- information management

The ISO/TC215 Taskforce on Telehealth and Virtual Care (TVC)

Based on a landscape review, and current or planned work in ISO technical committees, the taskforce will assess potential needs for additional standards or specifications to support delivery of high quality TVC services:

The ISO/TC215 Taskforce on Telehealth and Virtual Care

- Assess potential requirements for additional standards or specifications needed to support delivery of quality TVC services in a complex, rapidly changing environment;

- Identify scope and initiate revision of ISO 13131:2021 Health informatics - Telehealth services -- Quality planning guidelines:

The ISO/TC215 Taskforce on Telehealth and Virtual Care

- Identify and report on stakeholder needs for development of one or more companion standards to ISO 13131 to support conformity assessment of TVC services appropriate to the diversity of such services; and

- Identify how ISO (and IEC) can better support stakeholders using ISO/IEC standards in establishing and delivering quality TVC services:

Telehealth Service Standards and Good Practice at a Time of Transition? - Dr Malcolm Fisk (ISfTeH)

- Malcom will outline the European Code of Practice for Telehealth Services' which was developed within the EU-funded TeleSCoPE project and discuss the need for standards and guidelines in telecare services. (Video recording)

Navigating standards, guidelines and codes for telehealth: The IMIA Telehealth Guidance Program. - Mr. Wouter Meijer, IMIA Telehealth Working Group.

- Wouter will outline the multiple ISO/IEC-standards that apply to telehealth services and/or medical apps and discuss the need to provide guidance for navigating standards which is the subject of the Telehealth Guidance Programme initiated by the IMIA Telehealth Working Group. (Video recording)

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- Contributions are welcome!