

Process Note for Tele-Consultations

Video Consultations over the Internet – Patient at his/her residence

In this category, a patient will have a video consultation from home or office with the doctor at Manipal Hospitals using the Internet.

A Doctor “A” present at Manipal Hospital will have a discussion with the patient using a video consultation

If the patient has been physically examined by A in the past, then the patient is assumed to be a repeat patient of A.

*In this case, A can give advice and prescription safely.

If the patient has not been physically examined by the A in the past, then he is assumed to be a new patient of A.

Before the commencement of tele-consultation, the patient will digitally accept a consent form (appendix 1). Post the tele-consultation, an advice is generated.

- For a new patient, Doctor A can only be given an advice. This will be emailed to the patient.
- If it is a repeat patient, then Doctor A will be able to give out a prescription digitally – this will be emailed to the patient.
- All copies of advice/prescription will be maintained digitally by Manipal.

Possible Risks/Limitations of Telemedicine Services:

The below given points try and cover the possible risks/limitations of telemedicine services which are to be noted by the internal stakeholders and will be included in the patient consent form as well:

- In case, if an old patient of Dr. A comes with a different complaint which is of emergency in nature, naturally it falls outside the scope of Tele Medical Practice.
- However, if the same old patient of Dr. A complains about something which is of non-emergency in nature, following are the 2 circumstances and the necessary courses of action applicable:
- If the patient presents himself/herself with related complaints within a span of six months and if the Doctor is of the opinion that the second complaint is in a way continuance of/ related to the first complaint, in such a case, the Doctor may prescribe the necessary medicines;
- If the patient, within six months presents himself /herself with a complaint which has nothing to do with earlier complaints, then the patient is treated as a new patient and accordingly, the doctor is restrained from giving any medication through prescription but can provide an advice to the patient.
- Despite our best efforts to protect the privacy of patient information, security protocol could fail causing a breach of privacy of personal medical information.

- Delays in medical evaluation and treatment may occur due to failures of the electronic equipment.
- The telemedicine services are enabled by technology which is implemented by remote transmission of clinical/non clinical information over a network, there could be a possible risk of loss of data which can result in, incomplete diagnosis/treatment plan.
- The telemedicine equipment can be prone to damages physical or otherwise which could lead to interruptions in the consultation and a possible risk of incomplete diagnosis/treatment plan.

Note

- This service involves a complementary registration at our hospital and does NOT involve a Watson for Oncology report
- This service can be availed only after the diagnosis of cancer is confirmed and is meant for cancer treatment suggestions
- No written prescription can be provided as per medico legal guidelines
- We may take a minimum of 7 days, after receiving the clinical documents in order to arrange for a consultation with our Oncologists
- You understand that the service does not equal a physical consultation by the Oncologist and you confirm that the documents provided by you are from a registered healthcare provider. On submitting them you confirm the authenticity and veracity of the same

Appendix-1

CONSENT TO PARTICIPATE IN TELEMEDICINE CONSULTATION

Purpose:

This form is intended to obtain your permission to participate in a telemedicine consultation.

Introduction:

Telemedicine is the use of video conferencing to enable healthcare providers at a different location to provide health care treatment to you and/or consult with you and your health care provider about your health care options and decisions. Telemedicine consultations are not the same as direct patient/healthcare provider visits, as you will not be in the same location as the consulting provider.

Process:

By signing this form, you are acknowledging that you understand the following:

- Details of your medical history, including but not limited to, images, x-rays and tests may be shared electronically and discussed with the consulting Doctor;
- As there is no physical examination, the consulting Doctor will not be prescribing any drugs;
- Video, audio, and/or photo recordings may be taken during the procedure to aid in documenting the progress of your treatment.
- Your provider as well as the consulting provider may keep a record of the consultation.

Possible Risks/Limitations of Telemedicine Services:

By signing this form, you are acknowledging that you understand the following:

- Your consulting doctor could have physically examined you for your condition in the past but in case of an emergency, it naturally falls outside the scope of Tele Medical Practice and you will not be eligible to undergo tele-consultation.
- If your consulting doctor has physically examined you for your condition in the past and the case it is non-emergency in nature, then following are the necessary courses of action applicable to below mentioned 2 circumstances:
- If your consulting doctor has physically examined you for your condition in the past and if you present yourself with related complaints, within a span of six months, and if the Doctor is of the opinion that the second complaint is in a way continuance of/ related to the first complaint, in such a case, the Doctor (if required) may prescribe the necessary medicines;
- If your consulting doctor has physically examined you for your condition in the past and if you present yourself with a complaint which has nothing to do with earlier complaints, then you will be treated as a new patient and accordingly, the doctor is restrained from giving any medication through prescription but can give an advise.
- Despite our best efforts to protect the privacy of patient information, security protocol could fail causing a breach of privacy of personal medical information.
- Delays in medical evaluation and treatment may occur due to failures of the electronic equipment.
- The telemedicine services are enabled by technology which is implemented by remote transmission of clinical/non clinical information over a network, there could be a possible risk of loss of data which can result in incomplete diagnosis/treatment plan.

Exclusion of Services:

The telemedicine services can be used for medical consultation purposes excluding the following services/departments/specialties.

1. Emergency Services
2. Critical Care/ICU Services
3. During the actual performance of medical procedures/surgical interventions/OT

Consent:

By signing this form, you are consenting to participate in a telemedicine consultation.

You are acknowledging that your health care provider has explained to you how telemedicine video conferencing works.

I hereby consent to participation in a telemedicine consultation.

Signature of Patient

Witness

Signature of Authorized Representative

Relationship to Patient

Signature of Patient and Provider where Consent Form has been read to Patient by Provider

Date