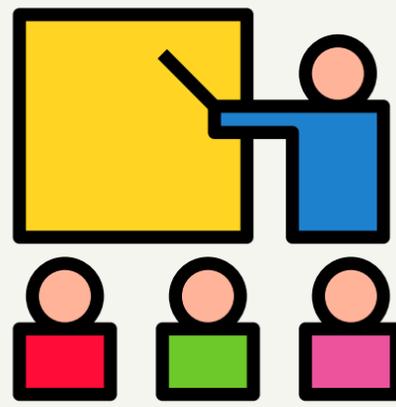


CLAIMS RISK MITIGATION FOR TELEMEDICINE ORGANISATIONS

1) TRAINING AND EDUCATION

By conducting frequent training sessions for management, administrative staff, medical practitioners and other employees, everyone within the organisation can be kept up to date with compliance policies, protocols, strategies and conduct.

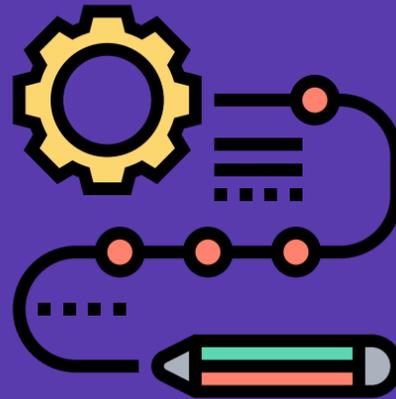
Providing these trainings and refreshers will ensure that the organisation is “singing from the same hymn sheet”. Updates to personnel can be effectively made through newsletters, memoranda communications and training sessions.



2) USE OF CLEARLY DEFINED PROCEDURES AND PROTOCOLS

Ensuring that there are defined procedures and protocols in place (that follow the guidance offered by regulators) is important in the fluidity and continuity of treatments provided, especially amongst multiple care providers.

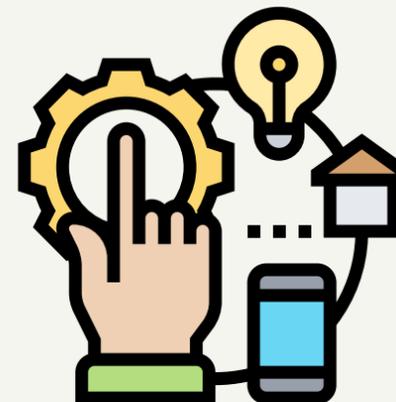
This will provide a unified approach to care provided throughout the organisation and protects against errors occurring.



3) SYSTEM AND PLATFORM UPDATES

The importance of regular system updates and maintenance cannot be understated. System updates are used to maintain and, in some case, strengthen the platforms, software's and digital apparatus being used within telemedical organisations.

These updates can protect against cyber-attacks, system failures and fluid system functioning which could ultimately impact the experience or health of patients.



4) AUDITING AND PEER REVIEWS

Conducting diarised audits and peer reviews should be included within the compliance structure to ensure that there is a constant quality control measure within the organisation.

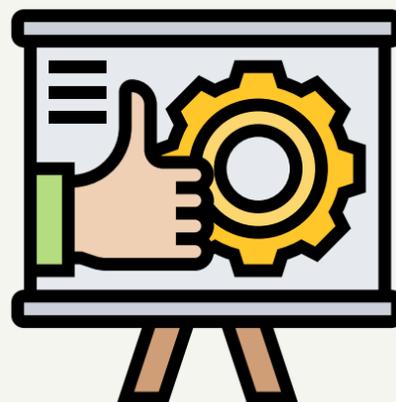
Furthermore, for scenarios where less than satisfactory service or treatments levels have been identified, it gives the organisation an opportunity to fix, review and replace the contributory factors allowing for exceptional care standards.



5) USE OF A COMPLIANCE OFFICER

By appointing a compliance officer that oversees and administers the organisations compliance and regulation curriculums, the enterprise will benefit from someone who can manage things like:

- Licensing arrangements.
- Organisation audits
- Reviewing organisational protocols.
- Updated prescribing protocols.



6) PRESERVING PATIENT NOTES AND RECORDS

Preserving patient notes and records is vital within telemedicine. Furthermore, the finer details of consultations should be included so that a robust defence can be formed in the event of an allegation, complaint or claim.

Records should be audited intermittently to ensure that the quality of notes is of a sufficient standard (which should be dictated and enforced by the organisation).



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