



Contents

Introduction	1
Section I: Certification Participation Requirements.....	7
Certification Participation Requirements (CPR).....	8
Section II: Patient-Centered Standards	16
International Patient Safety Goals (IPSG)	17
Access to Telehealth Services and Care (ATSC).....	26
Patient Rights and Responsibilities (PRR)	34
Medication Management and Review (MMR)	37
Section III: Health Care Organization Management Standards	40
Quality Data and Continuous Improvement (QDCI).....	41
Governance, Strategy, and Oversight (GSO)	44
Telehealth Staff Qualifications (TSQ).....	48
Information Systems and Equipment Management (ISEM)	52
Summary of Key Certification Policies	65
Glossary	74