Telehealth Management Platform 2019

Supplement

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1. Telehealth Management Platform Overview

The Veterans Health Administration, or VHA, is the benchmark of excellence and value in health care and benefits. The Telehealth Management Platform continues this tradition of excellence by simplifying and standardizing telehealth business processes, including for scheduling appointments, telehealth administration, and managing resources.

Previously, telehealth scheduling required significant effort. Scheduling was further complicated when trying to coordinate multiple resources from separate VistA systems. Though workarounds were developed, scheduling remained a cumbersome process.

The introduction of consistent and standardized processes in the Telehealth Management Platform makes telehealth scheduling less complicated. The Telehealth Management Platform now serves as a standardized resource for telehealth processes.

The Telehealth Management Platform provides several tools that assist with telehealth operations. Supported telehealth operations include:
- Equipment and Resource Management
- Electronic management of Telehealth Service Agreements
- Credentialing & Privileging
- VA Video Connect
- Scheduling
- Telehealth staff database (Providers, Preceptors, Telepresenters, etc.)
- Dynamic data reporting

The Office of Connected Care is dedicated to supporting the Telehealth Management Platform; improvements and fixes are continuously explored. The goal is a product that improves and adapts to better meet the needs of the telehealth community and Veterans. This supplement is updated regularly to reflect updates to the Telehealth Management Platform.

Note: *This supplement is provided as a conceptual introduction to the Telehealth Management Platform. For more specific guidance, please see the* REDACTED.

1.1   Benefits of the Telehealth Management Platform

Telehealth staff will find that use of the Telehealth Management Platform results in significant time savings. Facility Telehealth Coordinators will be able to complete deployment checklists more quickly. Fewer steps are required for scheduling rooms, equipment, and support personnel. The result is a simpler and more efficient scheduling process. Veteran access to quality care will also benefit from the Telehealth Management Platform thanks to increased support for clinical and administrative staff.

Useful features provided by the Telehealth Management Platform include the following.

- VistA Integration: Appointments that are scheduled or canceled in the Telehealth Management Platform are automatically updated in VistA. Schedulers are no longer required to enter appointments into VistA after scheduling in the Telehealth Management Platform.
- Scheduling Packages: Tools that can be used to simplify scheduling and the creation of Telehealth Service Agreements.
- Resource Databases: Resource data (e.g. facility, site, group, components, users, teams, etc.) can be used to prepopulate required fields (such as for scheduling an appointment).
- Resource Groups: Technology, rooms, and users can be linked together as a Resource Group and simultaneously scheduled for an appointment (rather than having to schedule technology, rooms, and users separately); these Resource Groups can be viewed remotely, resulting in transparency of resource availability.
- Robust Reporting Capabilities: Reports can be easily generated at the National, Veterans Integrated Service Network (VISN) and Facility levels with desired levels of granularity.
- Proxy Add to VistA: Unregistered Veterans who are scheduled through the Telehealth Management Platform will automatically be proxy registered into the distant VistA station.
- Automatic Drug Enforcement Administration (DEA) Registration Verification: Providers who prescribe medication will receive email notifications that indicate if the patient site where the Veteran is being seen is DEA registered.
- Automatic Verification of Provider Proxy Privileging: Schedulers will be able to see if a provider is privileged at a secondary or patient facility when entering scheduling data.
- Automatic Calendar Updates for Home Visits: Veterans who are being seen in their home can receive email notifications with an internet calendar server (iCal) to save appointment information to their calendar.

1.2   Getting Started with the Telehealth Management Platform

To use the Telehealth Management Platform, a user account is required. Any user can request the level of access/security role of TMP user. However, only a Facility Telehealth Coordinator (FTC) and/or designee can request an account for a level of access/security role other than "TMP User". To request a new user account, go to the *REDACTED* and select "New User Request" from the Resources sidebar. As part of this request, an appropriate level of access/security role must be selected. See Appendix A: Levels of Access/Security Roles for more information about the different levels of access/security roles and their associated abilities.

1.2.1   Understanding the layout of the Telehealth Management Platform
Once an account has been created, a user can access the [Telehealth Management Platform](#). The Telehealth Management Platform is organized by functions, with each function having a set of features. For example, "Create Technology Resource" is a feature of the "Resources" function.

The three primary functions and their main uses are:

- Resources, from which you can enter in clinics, rooms, and technologies that can be used to schedule telehealth appointments.
- Telehealth Administration, from which you can create the Scheduling Packages and Telehealth Service Agreements that are required before you can schedule telehealth appointments.
- Scheduling, from which you can schedule, cancel and manage telehealth appointments.

These functions are explained in more detail in the following sections.

2. TMP – Getting Started

To get started with TMP, setup steps must be completed. These steps are:

- Setup
    - Creating Teams
    - Managing Resources
    - Managing Scheduling Packages
    - Managing TSAs
- Operations
    - Scheduling Appointments
    - Running Reports

2.1 Creating Teams

Users are organized into teams to provide patient-centered services. In telehealth, teams are assigned to accomplish specific tasks, streamline business and clinical operations and create an efficient telehealth program.

Teams are created to make it easier to give privileges and send notifications to users. For example, members of the Scheduling Team will be able to schedule appointments and will automatically receive notifications related to scheduling (e.g., cancelations).

Examples of when teams will be used include:

- To establish approval teams for Telehealth Service Agreements (TSAs).
- To share privileges across facilities.
- To send out scheduling notifications for appointments.
- To notify facility staff about a provider's credentials and privileges.

Creating teams is handled by the National Telehealth Technology Helpdesk (NTTHD). To create a team, _REDACTED_ with the type of team you want to create, including a list of members to be added to the team.

An outline of the different teams and staff that will typically be included as part of those teams is provided below. See Appendix B: Teams for more information about the teams.

- TMP Site Team
  - Staff are automatically added to this team by the site.
- TMP FTC Approval Group
  - Staff that typically need to be added to this team include FTCs and their designees.
- TMP Chief of Staff Approval Group
  - Staff that typically need to be added to this team include Facility Chiefs of Staff and their designees.
- TMP Service Chief of Staff Approval Group
  - Staff that typically need to be added to this team include Facility Service Chiefs and their designees.
- TSA Notification Group
  - Staff that typically need to be added to this team include any staff who need to be notified when a TSA is put into production.
- TMP Scheduler Group
  - Staff that typically need to be added to this team include schedulers.
- TMP Staff Team
  - Staff that typically need to be added to this team include Telehealth Clinical Technicians, who are automatically assigned to this team by their respective site.

2.2   Managing Resources

Managing Resources is an important process as scheduling through the Telehealth Management Platform is dependent on having resources associated with the appointment.

The types of resources include Facilities & Sites, Users, Resource Groups, and Single Resources. Once resources are set up, they can be pulled into an appointment and managed through the Telehealth Management Platform.

Managing Resources requires the "Resource Manager" level of access/security role. Staff that will typically need this role include Telehealth Clinical Technicians and Facility Telehealth Coordinators.

2.2.1   Facilities & Sites
Veterans Integrated Service Networks, facilities, and sites are pre-loaded into the Telehealth Management Platform. A site is the physical location or virtual location (e.g. a Hub) where providers or patients are located.

Note: *Parameters related to Veterans Integrated Service Networks, facilities and sites are locked and cannot be edited by a Facility Telehealth Coordinator. To modify information related to Veterans Integrated Service Networks, facilities and sites, a request must be submitted to the National Telehealth Technology Help Desk.*

2.2.2 Users

Staff can access the Telehealth Management Platform through user accounts. In turn, the Telehealth Management Platform allows staff to be managed through the user accounts. See Appendix A: Levels of Access/Security Roles for a review of the different user types. A user's security role can be viewed on the User Record.

2.2.3 Single Resources

Single Resources are classified as either "Infrastructure" or "Users". Infrastructure resources include Rooms, Technology, and VistA Clinics. User Resources include Providers, Telepresenters, and Imagers. Note that "Components" (i.e. peripherals) can be created and associated with Technology Resources. Resources are pre-loaded into the Telehealth Management Platform. Each Single Resource has a calendar that shows availability. This results in a global inventory management system which assists with tracking and filtering available resources.

Once a resource is added to the Telehealth Management Platform, it is associated with the site and does not need to be added again. The resource can then by reserved when scheduling a telehealth appointment.

2.2.4 Resource Groups

A Resource Group is a collection of two or more resources that can be scheduled together. Once a Single Resource is created, it can be added to a "Resource Group". A Resource Group reduces the number of resources that need to be added to a Scheduling Package and increases efficiency in scheduling.

"Paired Resource Groups" are Resource Groups made from different types of Single Resources to facilitate the creation of the Scheduling Package. The most common Resource Group, which includes a Provider and a VistA Clinic, is an example of a Paired Resource Group.

"Like Resource Groups" are Resource Groups that are made from the same type of Single Resource. A Resource Group that includes only Providers is considered a Like Resource Group, and would be used when multiple Providers use the same VistA Clinic.

2.2.5 Managing Resources

Resources can be managed directly through TMP. Resources can be replaced, updated, or deactivated on all associated Resource Groups, Scheduling Packages and TSAs. Deactivated Resources may also be reactivated.

Deactivated Resources are not deleted; they remain in the Telehealth Management Platform but are not available for scheduling. A Resource that has been deactivated can be reactivated to make it available for scheduling.

If replacing, updating, or deactivating a resource that is associated with an appointment, the appointment must first be canceled. After canceling the appointment, the appropriate change can be made, and the appointment can then be rescheduled.

If a Resource which is scheduled for an appointment is modified without canceling and recreating the associated appointment, there is a risk that unavailable Resources will be scheduled for an appointment and result in a negative impact to the Veteran's access of care.

A Resource can be managed by any user who from the same Site where the Resource is located.

2.2.6 Inventory
All technology is initially imported into the Telehealth Mangaement Platform by the National Telehealth Tecnology Helpdesk (NTTHD). Sites and Facilities will not need to import technology, but may be required to validate the imported information.

To do so, it will be necessary to either:

- Match current technology within the system to what was imported into the Telehealth Management Platform
  OR
- Create new technology when no technology to be matched exists

Validation only has to be performed at initial implementation of the Telehealth Management Platform; it is not an ongoing process.

Staging for Technology is tracked through the Telehealth Management Platform. In addition to supporting validation, the Telehealth Management Platform has a status field that shows if the Technology is in the acquisition process, deployment process, deployed or in the RMA process.

2.2.7 Provider Virtual Medical Rooms
Provider virtual medical rooms are for providers who use webcams to connect to clinic-based appointments. A provider virtual medical room is a static link saved to the provider's TMP User Record. Provider virtual medical rooms must be requested from the National Telehealth Technology Help Desk (NTTHD).

2.3 Scheduling Packages, TSAs and Additional Features

Telehealth Administration is important as it allows telehealth agreements to be created, approved, and maintained. Information from the telehealth agreements can then be pulled when scheduling through the Telehealth Management Platform. The most commonly used features under the Telehealth Administration function are Scheduling Packages, Telehealth Service Agreements (TSAs), Credentialing and Privileging, and TSA Approval Process.

Managing Scheduling Packages requires the TMP Scheduling Package Manager level of access/security role and is typically needed by Facility Telehealth Coordinators.

Managing TSAs requires the TMP TSA Approver level of access/security role. Staff that will typically need these roles and to be added to these teams include Facility Telehealth Coordinators, Chiefs of Staff and Service Chiefs.

Further, the following teams must be created to complete the TSA Approval Process: TMP FTC Approval Group, TMP Service Chief Approval Group, Chief of Staff Approval Group and TSA Notification Team. Staff that will typically need these roles include Facility Telehealth Coordinators, Chiefs of Staff, Service Chiefs, and individuals that need to be notified of the TSA such as Credentialing and Privileging staff.

Managing Credentialing & Privileging requires the TMP Privileging level of access/security role. One team, the TMP Credentialing & Privileging Group, is also needed for managing privileging. Credentialing and privileging staff will typically need these security roles.

Managing Provider Performance Evaluations (PPE) requires the TMP PPE Feedback access/security role. One team, the TMP Service Chief Approval Group, is also needed for managing PPE Feedback. Staff that will typically need these roles include the Service Chief.

2.3.1   Creating Scheduling Packages

Scheduling Packages are templates used to display information for the Provider Site and Patient Sites. There are two types of Scheduling Package options in TMP.

The first type of Scheduling Package option is called "Scheduling Packages" and is used for scheduling between a Provider site and Patient Sites. The second type of Scheduling Package option is called "TSAs" and is used to manage TSAs and Approvals for Interfacility service.

Provider information for a particular service and site only needs to be completed once on the Scheduling Package. Patient Site information, when needed, is completed when adding the Patient Site to the Scheduling Package. For example, a clinical cart might be added as a technology for the Patient Site.

TSAs are completed agreements that contain both provider site and patient site information. TSAs are required documents for telehealth care delivered between facilities and sites. TSAs provide clinical and administrative information to ensure quality care is being provided by the facility or site.

Completed TSAs convey important information between sites to ensure the Veteran receives the necessary care and the appointment goes smoothly. The completed TSA displays all clinical information specific to an appointment, including provider preference, clinical workflow, emergency procedures, contacts, and appointment instructions. Resources shared between sites are also documented by the TSA.

When an Intrafacility TSA is added to a Scheduling Package, no approval is required. Instead, notification emails are automatically sent to inform staff that the TSA has been added to the Scheduling Package.

Interfacility TSAs must go through the TSA Approval Process before they can be used to schedule telehealth appointments.

Note: While Interfacility TSAs are routed through an approval and notification process, Intrafacility TSAs are not. For intrafacility TSAs, the Facility Telehealth Coordinator must pull a quarterly report on telehealth being conducted in their facility and submit it to the Chief of Staff.

2.3.2 Interfacility TSA Approval Process

The interfacility approval process automatically sends approval emails when an interfacility TSA is created. Approvers follow a link from the email to go directly to the TSA page on TMP. The Approvers can then approve or reject the TSA. The status of the TSA in TMP automatically will update to reflect the approval or denial.

The TSA remains in draft until it is completed. Once completed, the TSA Notification Team is alerted that that the TSA has been put into production for their Facility.

The Telehealth Management Platform further supports the TSA Approval Process through Reminder Emails, Audit History, Closed Activities, and Background Processes.

Reminder Emails allows the TSA Manager to send a reminder email to staff whose signature is needed to continue the approval process. Audit History is used to view changes made throughout the history of the TSA. Closed Activities are used to view emails that have been generated regarding a selected TSA. Background Processes is used to view the status of the TSA Approval Process.

2.3.3 Credentialing and Privileging

All providers must be credentialed and privileged to practice at a VA facility. Telehealth enables the provision of clinical care across VA facility boundaries; the Telehealth Management Platform supports this by allowing receiving facilities to accept the provider's privilege at their home facility.

The Home/Parent Privileging Record is the facility where the provider has full privileges. There can only be one Home/Parent Privileging Record for a telemedicine provider in the Telehealth Management Platform. If a provider holds full privileges at more than one facility, one of those facilities must be selected as the home location for the Home/Parent Privileging Record.

The Proxy/Secondary Privileging Record is for non-home facilities where the provider is privileged. A provider can only have one Proxy/Secondary Privileging Record per facility in the Telehealth Management Platform. A provider must have a Proxy/Secondary Privileging Record for a non-home facility to be scheduled for appointments at that facility.

When a provider is added to an Interfacility Scheduling Package in TMP, the FTC will notify the Credentialing and Privileging (C&P) office for the provider's facility. The provider facility C&P office will then create a TMP Home/Parent privileging record.

When the Home/Parent record has been created, the FTC notifies the patient facility C&P office to create the Proxy/Secondary privileging record.

If there is a change of providers on a Scheduling Package, the appropriate staff are automatically notified via email. This includes the Facility Telehealth Coordinators and Service Chief Groups. A change in providers on a Scheduling Package requires a new Home/Parent Privileging Record and Proxy/Secondary Privileging Record for the new provider. The Home/Parent Privileging Record and Proxy/Secondary Privileging Record for the previous provider can then be deactivated.

2.3.4 Professional Practice Evaluation (PPE)

The PPE Process is initiated to provide a feedback-based evaluation of a provider's process. This process includes generating requests, to Facilities receiving telehealth Services from a provider, for feedback related to the provider's practice.

The Telehealth Management Platform automatically acknowledges and logs such requests, and triggers a notification to the requesting Service Chief when all requests for feedback have been responded to.

2.4   Scheduling

Scheduling through the Telehealth Management Platform is simplified by allowing resources and service agreements to be pulled into appointments. As the Telehealth Management Platform is integrated with VistA, scheduling through the Telehealth Management Platform automatically updates VistA. Scheduling is also facilitated through the use of calendars, which automatically verify that the required resources are available for a requested date. The most commonly used features under the Scheduling function are Clinic-Based Scheduling, VA Video Connect Scheduling, Completing Appointments, and Canceling Appointments. Clinic-Based scheduling is used to coordinate resources for an appointment between two VA Facilities. VA Video Connect scheduling is used to coordinate resources for an appointment between a VA Facility and a Veteran's home. Both types of scheduling support individual and group appointments. Appointments can then be completed or canceled, as appropriate, after being scheduled through the Telehealth Management Platform.

Managing Scheduling, including Completing and Canceling Appointments, requires the TMP Scheduler and TMP Scheduling Team level of access/security role. Staff that will typically need these levels of access/security roles include Telehealth Clinical Technicians and Facility Telehealth Coordinators. Staff must take the VHA Scheduling Training before scheduling in the Telehealth Management Platform.

2.4.1   Clinic-Based Scheduling

The Telehealth Management Platform makes scheduling information available across Facilities, assisting with the scheduling process. Additionally, consults, workload, and documentation of clinical visits (for continuity of care) can be captured through the Telehealth Management Platform. This helps address scheduling challenges which require finding a day, time, and room with technology that fits the Veteran's schedule, provider site's schedule, and patient site's schedule. The Telehealth Management Platform supports the following clinic-based appointments:

- Clinical Video Telehealth – Individual – Intrafacility

- Clinical Video Telehealth – Individual – Interfacility
- Clinical Video Telehealth – Group – Intrafacility
- Clinical Video Telehealth – Group – Interfacility
- Store-and-Forward Telehealth – Individual – Intrafacility
- Store-and-Forward Telehealth – Individual – Interfacility

2.4.2   VA Video Connect Scheduling

VA Video Connect appointments are beneficial as they facilitate Veteran access to VA healthcare. Veterans can engage with their healthcare team from anywhere, reducing the amount of travel required for healthcare.

The Telehealth Management Platform supports the following VA Video Connect appointments:
- VA Video Connect – Individual – Intrafacility
- VA Video Connect – Individual – Interfacility
- VA Video Connect – Group – Intrafacility

The Telehealth Management Platform also supports the creation of a Video On Demand (VOD). As part of the Video On Demand creation, the Telehealth Management Platform generates a link which is sent to both the provider and the patient.

To facilitate inviting family members of Veterans to a VA Video Connect appointment, a non-VA email field is provided.

2.4.3   Completing and Canceling Appointments

It is important to complete or cancel appointments to ensure the Telehealth Management Platform accurately reflects appointment statuses. This enables schedulers to easily filter by appointment status, for example to view scheduled appointments, completed appointments, or canceled appointments. As a result, provider productivity and resource utilization can be captured and accurately reported. Thanks to VistA integration, completing and canceling appointments through the Telehealth Management Platform automatically updates the appointment status in VistA.

Appointments may need to be canceled for various reasons. An individual appointment may be canceled if the Veteran cancels the appointment, the Veteran does not show up for the appointment, there is a technology error, there is a scheduling error, or the clinic cancels the appointment. A group appointment may be canceled if the there is a technology error, scheduling error, or the clinic cancels the appointment.

Additionally, an individual may be canceled from a group appointment without canceling the entire group appointment.

2.5   Workplace

The Telehealth Management Platforms supports pulling and displaying data from several sources through the Workplace function. This facilitates the use of data reports and analytics for reviewing VISN performance. Data sources include benchmarks, dashboard, and reports; these data sources

are used to strengthen and expand telehealth programs. They are also used during Conditions of Participation reviews to evaluate performance and identify quality issues. During the Conditions of Participation review, the Telehealth Quality Team collaborates with the VISN Program Manager and Facility telehealth staff to ensure all data elements are addressed and analyzed, with improvements being made as required.

All levels of access/security roles can access the Workplace. However, views and options may be limited for different levels of access/security roles. Staff that will typically need to utilize the Workplace include VISN Leads, Facility Telehealth Coordinators, Telehealth Clinical Technicians, Schedulers, and non-telehealth staff (e.g. executive leadership and supervisors of telehealth staff).

Views, charts, and dashboards can be created through the Telehealth Management Platform. Views allow staff to adjust filter searches, for example limiting a search to show completed appointments or resources for a single facility. The information for each view is displayed through an associated chart. There are two types of views. "System Views" are generated by the Telehealth Management Platform while "My Views" are custom views created by the user. The settings option allows the views to be changed, for example to display more information.

Dashboards are used to display specific views and charts on a single page; this is helpful for staff that need to monitor specific data daily and would otherwise need to navigate to multiple places in the Telehealth Management Platform to access information that can be displayed on the dashboard.

A sharing option allows users to share views, charts, and dashboards with each other.

Reports can be generated from the Telehealth Management Platform. Reports are used as impartial mechanisms for reviewing data and VISN performance. Through the Telehealth Management Platform, a user can export information from a view into a report. For example, a user could export the number of canceled appointments due to technology failures into a report.

3. Advanced TMP

There are other, less frequently used functions in the Telehealth Management Platform. These are Phonebook, Settings, and Help. Refer to the following sections for additional information and resources for each of these functions.

3.1   Phone Book

Phone Book is a tool that allows Providers to connect to other Providers, as well as non-VA sites for Telemedicine and Teleconsultation. Through Phonebook, users can easily view site-specific contact information and capabilities. For sites with an assigned virtual medical room link, Phonebook also allows users to find and access the virtual medical room link. To manage the Phone Book, the TMP On Call Manager level of access/security role is required.

Phonebook is a useful tool in multiple situations. Examples of when it would be desirable to use Phonebook include:

- Access contact information for a site
- Connect to a site using an assigned virtual medical room
- View emergency procedures and emergency contact numbers for a specific site
- Determinate a site's capabilities

3.2 Settings

The Settings menu, while displaying many features only enabled for System Administrations, does give the end user the ability to look at Video on Demand data.

3.3 Help

The Help menu connects the end-user to Microsoft resources for general out of the box information on Microsoft products.

Note that the Telehealth Management Platform has many customizations unique to VHA Telehealth operations that may not be found in the Microsoft product page; for additional help refer to the trainings and resources listed in the following section.

4. Training & Resources

REDACTED

Appendix A: Levels of Access/Security Roles

The different levels of access/security roles and their associated abilities include:

- TMP User
    - The TMP User is the level of access/security role extended to every user. A TMP User should have read access to everything except PPE Feedback.
    - They will also be able to:
        - Log into system
        - Open and view a TSA
        - Open, view and create their own calendar
        - View emergent care provider information
        - Add a Specialty to other user's profiles within their Site or Facility
        - Generate VA Video Connect On-Demand visits
- TMP Resource Manager
    - The TMP Resource Manager Role is requested by the FTC or designee. The TMP Resource Manager will need to understand the levels of access/security roles in TMP, as they may need to modify and add information to a user profile.
    - The TMP Resource Manager manages and maintains resources (technology, rooms, and VistA clinics) and their corresponding calendars within their own Facility or Site.
    - They have access to:
        - Update calendars on resources and users within their own Site or Facility.
        - Update Resources within their Site or Facility
        - Find and replace Resources within their Site or Facility
        - Deactivate and/or Reactivate Resources within their Site or Facility
        - Add members to an existing team within their Site or Facility
- TMP TSA Manager
    - The TMP TSA Manager completes TSAs.
    - Their level of access/security role includes the ability to:
        - Create a TSA for their Site or Facility
        - Add Resources to a TSA
        - Remove Resources from a TSA (Scheduling Package)
        - Deactivate a TSA (Scheduling Package)
- TMP TSA Approver
    - The TMP TSA Approver approves TSAs. In addition, they can deny and provide feedback on a TSA (Scheduling Package) and send it back to the TMP TSA Manager for review.
- TMP Scheduler
    - The TMP Scheduler creates appointments and schedules Veterans and resources.
    - The TMP Scheduler can:

- Open and view calendars
- Create Clinic Based or VA Video Connect appointments
- Open and view an appointment

- TMP On-Call Manager
  - The TMP On-Call Manager manages on-call entries for the phonebook.
  - This role can:
    - View emergent care providers
    - Edit emergent care providers' on-call hours
    - Read/edit/update on-call entries
    - Add providers to Emergent Care Team
    - Create ER Sites
    - Read/Write/Update to the site record
- TMP Scheduling Administrator
  - The TMP Scheduling Administrator closes an appointment within their Site or Facility
- TMP Privileging
  - The TMP Privileging role can:
    - View Professional Performance Evaluation (PPE) records
    - View Telehealth privileging records
    - Append Telehealth privileging records
    - Create Home and Proxy privileging records
- TMP PPE Feedback
  - The TMP PPE Feedback role belongs to the Service Chief and its designees.
  - This role can:
    - View Telehealth privileging records
    - Request and Submit a Professional Performance Evaluation (PPE)

Appendix B: Teams

TMP Site Team

The TMP Site team is automatically assigned and managed by the TMP Site. This team can read records for the site.

TMP FTC Approval Group

The TMP FTC Approval Group team is automatically assigned ownership of Scheduling Packages, Telehealth Service Agreements, Patient Site Resources, and Provider Site Resources within their own facility.

Staff who are added to the TMP FTC Approval Group will inherit the TMP User, TMP TSA Approver, and TMP TSA Manager levels of access/security roles.

The basic functions for this team are:
- Approve TSAs pertaining to their facility
- Create, Read, Update Scheduling Packages pertaining to their facility
- Create, Read, Update TSAs pertaining to their facility
- Add Provider, Patient Resources to Scheduling Packages and TSAs pertaining to their facility
- View Audit History pertaining to their facility

TMP Chief of Staff Approval Group

The TMP Chief of Staff Approval Group routes TSAs in the approval process.

Users who are added to the TMP Chief of Staff Approval Group will inherit the TMP User and TSA Approver levels of access/security roles.

The basic functions for this team are:
- Approve TSAs pertaining to their facility
- Deny TSAs to reroute them back to the TMP TSA Manager at their facility for review

TMP Service Chief Approval Group

The TMP Service Chief Approval Group routes TSAs in the approval process.

Staff who are added to the Chief of Staff Approval Group will inherit the TMP User, TSA Approver, and PPE Feedback levels of access/security roles.

The basic functions for this team are:
- Approve TSAs pertaining to their facility
- Deny TSAs to reroute them back to the TMP TSA Manager at their facility for review

- View Telehealth privileging records for a Provider at their facility
- Request and Submit a Professional Practice Evaluation (PPE) for a provider at their facility

TMP Credentialing and Privileging Group

The TMP Credentialing and Privileging Group creates privileging records for Providers pertaining to their facility

Staff who are added to the Credentialing and Privileging Group will inherit the TMP User and Privileging levels of access/security roles.

The basic functions for this team are:
- View Professional Practice Evaluation (PPE) records for a Provider at their facility
- View Telehealth privileging records for a Provider at their facility
- Append Telehealth privileging records for a Provider at their facility
- Create Home/Primary and Proxy/Secondary privileging records for a Provider at their facility

TSA Notification Team

The TSA Notification Team receives email notifications when a TSA is put into Production. If you are a part of the TSA Notification team, you will receive all notifications regarding TSAs.

Staff who are added to the TSA Notification Team will inherit the TMP User level of access/security role.

The basic functions for this team are:
- View TSAs pertaining to their facility
- Receive email notifications when a TSA at their facility is put into Production

TMP Scheduler Team

The TMP Scheduler Team schedules Veterans' appointments via TSAs.

Staff who are added to the TMP Scheduler Team will inherit the TMP User and Scheduler levels of access/security roles.

The basic functions for this team are:
- Open and view the appointment calendar
- Create Clinic-Based or Home, Mobile appointments
- Open and view an appointment
- Complete or Cancel an appointment within their site or facility

TMP Staff Team

The TMP Staff team receives scheduling notifications.

Staff who are added to the TMP Staff Team will inherit the TMP User level of access/security role.

The basic functions for this team are:
- View appointment information, and
- Receive email notifications

Appendix C: Acronyms

Acronym	Acronym Definition
DEA	Drug Enforcement Administration
FTC	Facility Telehealth Coordinator
MTSA	Master Telehealth Service Agreement
NTTHD	National Telehealth Technology Help Desk
TCT	Telehealth Clinical Technician
TMP	Telehealth Management Platform
TSA	Telehealth Services Agreement
VISN	Veterans Integrated Service Network
VistA	Veterans Health Information Systems and Technology Architecture

Appendix D: Chief Consultants and Directors Endorsement of Telehealth Management Platform Specialty Supplement

I have reviewed this Telehealth Management Platform Supplement and approve of the content, guidance and processes. I fully endorse the publishing of this Supplement as a VHA standard guide for the Telehealth Management Platform.

_____   _____

REDACTED   Date

Acting Representative
TMP Governance Board

_____   _____

REDACTED   Date

Director
Quality & Training Division