

NH Board of Nursing: Revised 1- 2018 to better reflect NSCBN stance on Telehealth

Position Statement and Clinical Practice Advisories Regarding the Role of the RN and LPN in Telehealth Nursing

The NH Board of Nursing recognizes the definition of telehealth nursing as nursing practice using the nursing process to provide care for individual patients or defined patient populations over the phone or other electronic communication media.

It is an emerging practice area in which the modalities of interaction are expanding and for which national standards for safe and effective practice are being developed. Among the current areas of nursing practice in telehealth are:

- telephone triage
- health information and education
- disease management
- Interactive two-way video technology (i.e., home care)

Specialty Organizations:

American Association of Ambulatory Care Nursing <https://www.aaacn.org/about-aaacn>

American Telemedicine Association <http://www.atmeda.org>

DEFINITIONS OF TELEMEDICINE & TELEHEALTH

•Telemedicine or Telehealth is comprised of the use of medical and other health information exchanged via electronic communications from one site to another with the intent of improving the health status of consumers. (ATA, 2007)

DEFINITIONS OF TELEHEALTH NURSING

- Telehealth nursing is the delivery, management and coordination of care and services provided via telecommunications technology within the domain of nursing (AAACN, 2004)

Can I maintain my active in practice licensing requirement as a telehealth nurse?

The role of nursing is an integral component of telehealth practice. Nursing practice occurs within this area when the nurse utilizes the knowledge skill, judgment and critical thinking that is inherent in nursing education.

Telephone triage is the safe, effective appropriate disposition of health-related problems by nurses by phone. Telephone triage may include:

- counseling
- crisis intervention
- disease management
- home treatment advice
- information brokering
- referral
- symptom assessment

Nurses employ decision support tools (protocols or guidelines) and the nursing process (assess, diagnose, plan, treat and evaluate). The goal of telephone triage is appropriate patient referral to the appropriate level of care within an appropriate period of time.

Are nurses required to have a NH nursing license or a license issued by another compact state in order to provide nursing advice via telephone triage system to clients located in another state?

Nurses located in NH or any other jurisdiction and practicing via telehealth with a patient / client located in NH at the time nursing services are provided, must be licensed in NH or have the authority to practice in NH via a multistate privilege.

The nurse engaged in telehealth practices asks the patient/client which state they are located in at this time, if unknown. In that way, the nurse determines whether or not she is licensed (authorized to practice) in that state or is in violation. In many call centers, a nurse not licensed in the patient/client jurisdiction is transferred to a nurse who holds a license in that patient/client jurisdiction.

For a reference, see the Tri-Regulator position statement that confirms that practice takes place where the patient is at: https://www.ncsbn.org/TriReg_Practice_Location.pdf

Additionally, the NCSBN position statement confirms that practice via telehealth is indeed practice at: https://www.ncsbn.org/14_Telehealth.pdf

Can LPN's perform telephone triage?

Triage in a structured setting with predictable outcomes is within the scope of practice of an LPN. This practice requires appropriate delegation. Also refer to Nur 405.01 [formerly Nur 305.01(c) and (d)].

What practice criteria should an institution have in place to perform telephone triage?

Recommended practice criteria include:

- Institutional policy and procedure including appropriate role/job descriptions
- Performance monitoring, competency assessment and quality improvement activities

Written protocols or guidelines to guide telephone-nursing practice, which are regularly reviewed and revised by appropriate stakeholders

Is it necessary to have a telehealth order from the provider for private pay patients using the health screening services of a home health agency after being discharged from home care services?

The board advised that there is no need for a telehealth order from the provider under the circumstances described.

Does telephone client/patient teaching of information require a NH nursing license?

Yes

References:

1. American Association of Ambulatory Care Nursing. (AAACN) 2004. *Telehealth Nursing Practice Administration and Standards* 3rd ed. Pitman, NJ.
2. American Telemedicine Association (ATA). 2007, *ATA Defining Telemedicine*. Retrieved from <http://www.atmeda.org/news/definition.html>.
3. National Council of State Boards of Nursing (NCSBN). 1997. *Position Paper on Telenursing: A Challenge to Regulation*. Retrieved from <https://ncsbn.org/TelenursingPaper.pdf>.
4. Skiba, D.J., Barton, A.J., 2000. *Health-oriented telecommunications. Nursing Informatics: Where Caring and Technology Meet* 3rd ed , Springer, NY

Helpful Websites:

1. VT BON (references ATA and settings) <https://www.sec.state.vt.us/media/369520/PS-Licensing-Requirements-for-Nurses-Performing-Telehealth-Nursing.pdf>
2. Great PPT QSEN presentation references ATA and AAACN specialty org.
3. <http://www.aacn.nche.edu/qsen-informatics/2012-workshop/presentations/westra/Telehealth.pdf>
4. <https://www.ncsbn.org/nlc.htm>
5. Telehealth Nursing SIG www.americantelemed.org/telehealthnursing
6. American Telehealth Nursing SIG <http://www.americantelemed.org/members/ata-members/ata-member-groups/special-interest-groups/telehealth-nursing#.VWeJny6UIvg>
7. Nursing Fact Sheet: http://www.americantelemed.org/docs/default-document-library/fact_sheet_final.pdf?sfvrsn=2
8. Telehealth Nursing (White paper) http://www.americantelemed.org/docs/default-document-library/telenursingwhitepaper_4-7-2008.pdf?sfvrsn=2
9. American telemedicine Association: http://www.americantelemed.org/docs/default-document-library/fact_sheet_final.pdf?sfvrsn=2
10. USDHHS HRSA Telehealth Licensure Report <http://www.hrsa.gov/healthit/telehealth/licenserpt10.pdf>
11. Kansas State Board of Nursing: <http://www.ksbn.org/positionstatements/Multistate%20regulation%20of%20Nurses.pdf>
12. Rhoads Kinder, S. 2013. *Telehealth in Arkansas: What do nurses need to know?* Retrieved from http://www.arsbn.arkansas.gov/forms/Documents/October2013.ASBN_ed64%20F.pdf
13. Telehealth Resources centers (good one, but for MD) <http://www.telehealthresourcecenter.org/toolbox-module/licensure-and-scope-practice>