



Health informatics in telehealth services

Healthcare technology is fundamental to delivering equitable healthcare across communities to ensure routine and/or elective care can continue in the face of pandemics and/or simply high risk or complicated situations. Telehealth provides virtual care, from clinics needing remote interactions with doctors and specialists to hospitals, physicians, payers and employer groups to be more cost efficient. Overall, providing more timely and better care for patients.

What is ISO 13131:2021?

ISO 13131:2021 is an international standard that deals with the guidelines for health informatics. Telehealth is defined as the delivery of healthcare services at a distance using technology. It can include everything from conducting medical visits over the computer, to monitoring patients' vital signs remotely. For example, telephones, cameras, mobile phones, mobile devices, health state monitors, diagnostic scanners, and communications services. It also includes email, telephone, video conferencing, image transmission, and electronic messaging to convey health information and data between healthcare actors.

Telehealth can be delivered in several mediums:

- **Synchronous** – when the doctor communicates with the patient in real-time via computer
- **Asynchronous** – when data, images, or messages are recorded to share with the provider team
- **Remote patient monitoring** – patient diagnostics are sent to the healthcare team
- **Virtual and home care**
- **Virtual hospital wards.**

ISO 13131 provides guidelines for the operations of telehealth services, using risk management processes, quality objectives, and procedures that are derived.

These include the following:

- Management of telehealth quality processes by the healthcare organization
- Strategic and operational process management relating to regulations, knowledge management (best practice), and guidelines
- Healthcare processes relating to people such as healthcare activities, planning, and responsibilities
- Management of financial resources to support telehealth services
- Management of information management and security used in telehealth services
- Processes related to the planning and provision of human resources, infrastructure, facilities, and technology resources for use by telehealth services.

Who needs ISO 13131?

ISO 13131 on telehealth services in health informatics is useful for:

- Healthcare provider organizations including hospitals/clinics
- Telehealth platform providers
- Healthcare insurers/funders
- Telehealth and digital health technology companies.

ISO 13131 Benefits

ISO 13131 Telehealth Services in Healthcare Informatics benefits include:

- Increases patient confidence in reliability and care outcomes
- Demonstrates robust standard practices
- Increased effectiveness
- Drives quality and consistency
- Supports meeting legal and other requirements
- Ensures accountability for managing clinical practice and patient protection.

Why should you use ISO 13131?

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ISO 13131 describes guidelines for the quality and risk management processes to help organizations apply and develop quality objectives and procedures, that are appropriate to the telehealth services they provide. It provides procedures for the implementation of telehealth services by a large organization. It also gives use cases for the application of quality planning guidelines that can be used in different types of real-world telehealth services.



Why BSI?

- BSI is committed to a secure digital world and helps build information resilience in organizations worldwide. With the ever-changing landscape for the healthcare industry, from technological advancements, digitization and complex regulations, BSI can help organizations to adapt and embrace these changes.
- As a Royal Charter, independent, non-profit distributing organization, we're able to re-invest 100% of our profit back into our company. One of the key assets we invest in is our people. Our passion, expertise, integrity, inclusive nature and commitment to continual improvement set BSI apart.
- Established in 1901, BSI is a world-leading national standards body that helps our clients operate in a way that is safer, more secure and more sustainable. Our unique combination of consulting, knowledge, assurance and regulatory services makes organizations more resilient, and in turn inspires trust in their products, systems, services, and the world we live in.
- We help the organizations we work with become stronger, more resilient, more sustainable and ultimately more trusted.

Hear what our clients are saying



Telehealth has become a permanent fixture in healthcare delivery, accelerated by the pandemic. As we expand and improve our telehealth offerings, we face a pressing need to monitor key processes and demonstrate their use of data to make improvements. The BSI certification shows the world that we have the management system in place to produce consistent results from the patient care processes, and that the system is heavily focused on patient satisfaction and improvement. That should also be reassuring to prospective customers, including those from other regions who do not know us well."

**Dr Sangita Reddy, Joint Managing Director,
Apollo Hospitals Group**