MICHIGAN HEALTH INFORMATION NETWORK SHARED SERVICES

Use Case Exhibit

Use Case Name: Statewide Telehealth

This Use Case Exhibit ("UCE") is effective and binding upon the undersigned Participating Organization ("PO") and subject to the Master Use Case Agreement and Data Sharing Agreement (the "Agreement") between PO and HIN as of the last date in the signature block hereto. HIN and PO are referred to herein collectively as "Parties" and individually as a "Party."

1. Purpose. The purpose of this Use Case Exhibit is to set forth the requirements for PO to use HIN Services as a means to find Message Content in the HIN TeleRegistry, and send or receive Message Content under the terms of the applicable Use Case.

2. Use Case Diagram:

3. Definitions. Capitalized terms used herein and not otherwise defined, shall have the meaning given them in the Master Use Case Agreement and the Data Sharing Agreement.

    3.1. **TeleRegistry** means a database containing detailed virtual visit information for participating providers

    3.2. **Transactional Basis** means the transmission of Message Content or a Notice within 30 minutes of delivery or receipt of Message Content or Notice from a sending, receiving, or finding Party.

    3.3. **Message Content** Means (a) provider telehealth data stored in the TeleRegistry, or (b) data sent by the PO to HIN.

4. Use Case Details

    4.1. **Primary Use** Message Content may be used by PO for Treatment, Payment and/or Healthcare Operations consistent with the requirements set forth in HIPAA.

    4.2. **Additional Permissible Use**

        4.2.1 Notwithstanding any provision to the contrary in any other Use Case, HIN may store, send, use, and receive Message Content sent by PO as permitted by Applicable Laws and Standards.

        4.2.2 The Parties may make additional use of Message Content as permitted under the MUCA except for the following uses set forth in the MUCA shall not apply to this Exhibit: None

    4.3. **Limitations on Use** Message Content may not be used for competitive purposes. PO may send, receive, find, or use Message Content consistent with the terms herein and as otherwise permitted by the Agreement. PO shall not share Message Content in a manner inconsistent with this UCE.

4.4. **Related Use Case Requirements** The UCIG sets forth the related use case requirements and corresponding Message Content. In addition to the required Use Case under the MUCA, PO sending Message Content must enter into the following Use Cases: Health Directory, Active Care Relationship Service, and Common Key Service.

The following Use Cases are recommended: Exchange Consolidated Clinical Document Architecture, Admission Discharge Transfer Notifications, Longitudinal Record, Statewide Lab Orders-Results, Referrals, Radiology Document Delivery

5. **Service Interruptions**. No variations identified.

6. **Responsibilities of the Parties**

6.1. **PO's Responsibilities**

6.1.1. PO shall ensure that Message Content is a conforming message and is properly encoded and can be properly parsed.

6.1.2. PO commits to maintaining Message Content structure and certain field content and to notify and engage HIN, in advance, to negotiate any required implementation of any changes to existing Message Content or new Message Content types that will be sent.

6.1.3. PO agrees that PO Participants that have an Active Care Relationship with a patient may use or receive Message Content for that patient, except in the case of a self-paid service where the patient has requested that no Patient Data be sent to Health Plans.

6.1.4. PO shall ensure that the PO's Telehealth vendor platform includes the following functionality:

6.1.4.1. The capability to capture video and/or photo evidence from a patient encounter to allow for virtual diagnosis and treatment.
6.1.4.2. The capability to capture, store, and forward information related to initial patient intake such as patient symptoms, reason for visit, etc.
6.1.4.3. The capability to track, monitor, and provide feedback on the ongoing technical quality of virtual encounter.
6.1.4.4. The capability to capture a patient's request for a visit and book the requested encounter.
6.1.4.5. Provide patients with the necessary information to access, register, and use the Telemedicine Modality such as a dedicated phone line, website, or other resource.
6.1.4.6. Identify, publish, and register the various access points and/or portals for patient/Health Provider registration and sign-in.
6.1.4.7. Operate during stated operational office hours (for example, such as within the hours of 8:00am-8:00pm (ET) Monday – Friday)

with an on-demand service level agreement of 15-30 minutes to respond to patient encounter requests.

6.1.4.8. Permit the patient to see their primary care provider or affiliated provider in that organization during operational office hours. Outside of operational office hours, the Telemedicine Modality will direct the patient to a supplemental Health Provider or to a dedicated phone, website, or other resource to schedule a visit within operational office hours.

6.1.4.9. At conclusion of a patient encounter, allow PO to document visit outcomes and any applicable referrals and send a visit summary via C-CDA to HIN which HIN will send to the patient's Active Care Team as appropriate.

6.2. **HIN's Responsibilities**

6.2.1. HIN shall provide to the PO regular reporting of any failed Messages that do not meet the criteria for sending or viewing based on the UCIG.

6.2.2. HIN shall keep all training guides up-to-date and will inform the PO of any upgrades to the UCIG.

6.2.3. HIN shall send to PO and their PO Participants which have an Active Care Relationship with the patient all Conforming Messages from PO and Notices in a consistent manner on a Transactional Basis or in batches.

7.   Other Terms.

7.1.   **PO Contacts** Upon executing this UCE the PO shall write legibly the names, email addresses, and phone numbers for its contacts for this Use Case.

8.   Implementation Guide(s). The Implementation Guide(s) links for this Use Case is/are provided in links referenced in Attachment 1. PO should be sure to check the boxes for all data sharing scenarios in which it wishes to participate for this Use Case in Attachment 1 and date and initial it.

ATTACHMENT 1

USE CASE IMPLEMENTATION GUIDES

This Attachment may be amended from time to time by both Parties initialing this page.

Please see the below webpage for a complete listing of the Use Cases and their Use Case Implementation Guides at the following URL:

https://mihin.org/implementation-guides/