

**Contract Name:**

California Department of Corrections and Rehabilitation (CDCR)  
Scope of Work

**Agreement Number:**

Exhibit A - Attachment 1

**Telemedicine Services**

When Telemedicine Services are offered by the Contractor, the provider must abide by the provisions described in this agreement whenever feasible, or whenever specifically called upon to do so by the institution requesting services.

Coordination of all telemedicine services is maintained through the Office of Telemedicine Services. In order to ensure coordinated service delivery, Institutions may not begin receiving telemedicine services from the provider without obtaining written authorization from the Office of Telemedicine Services prior to service delivery.

With this information, the provider is being informed of, and agreeing to, the following as it pertains to Telemedicine services:

1. The contract service provider agrees to abide by the Policies and Procedures as outlined in the *Telemedicine General Services Guidelines*. *Telemedicine General Services Guidelines are available by contacting the Office of Telemedicine Services at the number below.*
2. All telemedicine services that are provided under this agreement must be coordinated and scheduled by the Office of Telemedicine Services.
3. The provider will not directly contact the institution(s) to initiate providing services.
4. To cancel or add any particular specialty service, the provider will contact the Office of Telemedicine Services.
5. The provider will not expand among other institutions within the California Department of Corrections and Rehabilitation without prior approval from Office of Telemedicine Services.
6. The provider will attend in-service training when requested by the Office of Telemedicine Services
7. The provider will not distribute memos, letters, or written information without review and approval by the on-site Health Care Manager, the on-site Director of Nursing, and the Office of Telemedicine Services.
8. The provider will not conduct trainings or schedule meetings without prior approval of the on-site Health Care Manager, the on-site Director of Nursing, and the Office of Telemedicine Services.
9. The provider will not request CDCR staff to perform duties or assignments not directly related to that site's telemedicine services program.
10. The provider agrees to submit required recommendations for treatment (dictation report) to the institution within 48-72 hours. Provided services are considered incomplete until this report is submitted. Billing/invoicing for the service should not occur until consultation (paperwork) is complete and submitted.

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11. The provider will furnish their own equipment, communication lines and provider site support staff.
12. All telemedicine visits/clinics will adhere to inmate-patient confidentiality policies.
13. The provider will maintain on-site medical record information on each inmate-patient seen via telemedicine. This information will be handled with the same confidentiality requirements as a medical record in any confidential medical setting.
14. The provider will give as much notice as possible in the event of a foreseeable clinic cancellation.

**Contact Information:**

Office of Telemedicine Services  
501 J Street, Suite 230  
Sacramento, CA 95814  
(916) 327-2468