

**645—123.5(154A) Telehealth appointments.** A licensee may conduct a telehealth appointment so long as the services are provided in accordance with this rule.

**123.5(1)** A “telehealth appointment” is one wherein the licensee provides testing or adjustment services to a client using technology where the hearing aid specialist and the client are not at the same physical location during the appointment.

**123.5(2)** Conducting a telehealth appointment with a client who is physically located in Iowa during the appointment, regardless of the location of the hearing aid specialist, shall require Iowa licensure.

**123.5(3)** When conducting a telehealth appointment, a licensee shall utilize technology that is secure, HIPAA-compliant, and that includes, at a minimum, audio and video equipment that allows for two-way, real-time interactive communication between the licensee and the client. The licensee may use non-real-time technologies to prepare for an appointment or to communicate with clients between appointments.

**123.5(4)** A licensee who conducts a telehealth appointment shall be held to the same standard of care as a licensee who provides in-person services. A licensee shall not utilize a telehealth appointment if the standard of care for the particular service cannot be met using telehealth technology.

**123.5(5)** Prior to the first telehealth appointment with a client, the licensee shall obtain informed consent from the client that is specific to the service or services that will be provided in the telehealth appointment. The informed consent shall specifically inform the client of, at a minimum, the following:

- a.* The risks and limitations of the use of technology to the specific service;
- b.* The potential for unauthorized access to protected health information; and
- c.* The potential for disruption of technology during a telehealth appointment.

**123.5(6)** A licensee shall only conduct a telehealth appointment if the licensee is competent to provide the particular service using telehealth technology. A licensee’s competence to provide a particular service using telehealth technology shall be established by the licensee’s education, training, and experience.

**123.5(7)** A licensee who conducts a telehealth appointment shall note in the client’s record that the service or services were provided through a telehealth appointment.

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