

Quality and Accreditation Institute
Centre for Accreditation of Health & Social Care



**TERMS AND CONDITIONS FOR MAINTAINING QAI
RECOGNITION FOR TELEMEDICINE PRACTITIONER**

Issue No.: 01

Issue Date: July 2020

Quality and Accreditation Institute		
Centre for Accreditation of Health & Social Care		
Doc. No.: QAI CAHSC 904	Terms and Conditions for Maintaining QAI Recognition for Telemedicine Practitioner	
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CHANGE HISTORY

Sl. No.	Doc No.	Current Issue No.	Revised Issue No.	Date of Issue	Reasons

Terms & Conditions for Maintaining QAI Recognition for Telemedicine Practitioner

(To be submitted to QAI CAHSC along with the application form)

Applicant/ Recognised RMP/RHP/ASU RMP/YN RMP shall be required to fulfill the following terms and conditions:

1. The RMP/RHP/ASU RMP/YN RMP should provide its services and carry out its functions in such a way as to meet the requirements of QAI recognition programme for telemedicine practitioner.
2. The recognition shall be granted for a defined period of time and for telemedicine purpose only.
3. The RMP/RHP/ASU RMP/YN RMP shall offer to QAI or its representative cooperation in:
 - a. Access of all relevant information and documentation.
 - b. Access to all records as required for conducting assessment.
 - c. Access to systems used to provide teleconsultation.
4. On grant of recognition, the RMP/RHP/ASU RMP/YN RMP shall:
 - a. claim recognition in only telemedicine practice for which he/ she has been recognised
 - b. not state its recognition in a manner as to be considered misleading or unauthorised and bring QAI to disrepute
 - c. not use QAI recognition symbol or certificate for promotional or publicity purposes in any way that QAI may consider to be misleading
 - d. use recognition only to indicate that it has met the relevant QAI standards and does not imply that a product or service is approved by QAI
 - e. make reference to recognition in its documents, brochures or advertising only in compliance with the requirements of QAI and any applicable regulatory agency.
5. The recognised RMP/RHP/ASU RMP/YN RMP shall pay all the applicable dues such as application fees, annual recognition fees etc. as shall be determined by QAI from time to time.
6. The recognised RMP/RHP/ASU RMP/YN RMP shall inform QAI within 15 days of significant changes affecting the telemedicine practice such as registration with the respective council,
7. The modalities of telemedicine, any legal concerns etc. The RMP/RHP/ASU RMP/YN RMP shall continuously keep in touch with QAI to keep himself/ herself updated with the latest versions of QAI documents. However, QAI shall publish such information on its website.
8. The RMP/RHP/ASU RMP/YN RMP shall respond promptly to the changes initiated by QAI in its recognition criteria, policies and procedures. The RMP/RHP/ASU RMP/YN RMP shall be given sufficient notice and time, as in the opinion of QAI is found reasonable, to carry out adjustments in its system. The RMP/RHP/ASU RMP/YN RMP shall inform QAI when such adjustments have been completed.
9. QAI may occasionally give provisional extension of recognition beyond the normal cycle of defined time period where:
 - a. Re-assessment has been completed but the decision is pending.
 - b. There is delay in conducting re-assessment for reasons beyond control of QAI.

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- c. Any other reason leading to delay in decision beyond control of QAI.
10. QAI may suspend or withdraw recognition of a recognised RMP/RHP/ASU RMP/YN RMP or stop processing application of an applicant RMP/RHP/ASU RMP/YN RMP, as per QAI policy, on one or more of the following grounds:
- an applicant claiming to be QAI recognised RMP/RHP/ASU RMP/YN RMP
 - during a surprise check, if any RMP/RHP/ASU RMP/YN RMP does not comply with the recognition requirements
 - non-payment of recognition expenses like assessment or re-assessment charges and annual recognition fees
 - not applied three months before the expiry of recognition and QAI has not been able to take a decision for renewal of recognition
 - non-cooperation with QAI in matters related to recognition programme
 - refusal to allow examination of relevant documents and records by QAI & its assessor(s)
 - denial of access to QAI & its assessor(s) to its services/ systems
 - wrong representation of recognition status
 - misuse of QAI logo/ Recognition mark or its use after expiry of recognition
 - misleading reporting of facts
 - activity bringing disrepute to QAI
 - result of complaint analysis or any other information, which indicates that the RMP/RHP/ASU RMP/YN RMP no longer complies with requirements of QAI recognition programme.
11. The recognised RMP/RHP/ASU RMP/YN RMP upon suspension or withdrawal of its recognition (however determined) or expiry of validity of recognition shall forthwith discontinue its use of all advertising matter that contain any reference to the recognition status.
12. The recognised RMP/RHP/ASU RMP/YN RMP can relinquish recognition by giving three months notice in writing to QAI.
13. The recognised RMP/RHP/ASU RMP/YN RMP is required to inform QAI Secretariat, if any of the proposed assessor(s) happens to be associated with him/her in a capacity which might lead to impartiality issues in decision making.
14. The RMP/RHP/ASU RMP/YN RMP shall ensure that all the systems and processes are in place for patient safety. Further, the RMP/RHP/ASU RMP/YN RMP shall be committed to maintain, continuously review and improve the performance of its services, against these requirements for recognition.
15. Compliances to all applicable regulatory/ statutory/ legal requirements is the sole responsibility of the RMP/RHP/ASU RMP/YN RMP and I undertake to comply with these at all times.
16. Quality and Accreditation Institute Pvt. Ltd. (QAI) is not held liable for damage the RMP/RHP/ASU RMP/YN RMP undergoes if any by participating in the recognition programme.

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17. The RMP/RHP/ASU RMP/YN RMP safeguards the QAI from all agreements with third parties which stem from his/ her participation in the recognition programme and the decisions which the QAI takes in this context.
18. The assessment and judgment of QAI do not exclude incidents with regard to the quality of healthcare services. For any adverse events/ incidents occurring because of RMP/RHP/ASU RMP/YN RMP, QAI shall not bear any responsibility in whatsoever manner.
19. QAI is not held liable for any damages the RMP/RHP/ASU RMP/YN RMP might incur because of participating in the recognition programme, or by any decision of QAI regarding the awarding or not awarding of recognition or the temporary or indefinite suspension of recognition status or the discontinuation on the side of QAI as per the Terms and Conditions for Maintaining Recognition.
20. QAI absolves itself of any legal or financial liability arising out of any act involving any accidental or consequential damages to personnel/ equipment at any time.
21. QAI is not liable for any loss suffered by RMP/RHP/ASU RMP/YN RMP as a result of any breaches in security or technology breaches.
22. All disputes, if any, arising out of QAI decisions that remain unresolved through mechanism provided by QAI are subject to the exclusive jurisdiction of the Courts at New Delhi, India and none other.

By signing this document, it is implied that an RMP/RHP/ASU RMP/YN RMP as an applicant and after recognition agrees to comply at all times with all Terms and Conditions for Maintaining QAI Recognition

Signature of RMP/RHP/ASU RMP/YN RMP _____

Name of the RMP/RHP/ASU RMP/YN RMP _____

Date & Place _____

Signature of QAI official & Date of receipt _____

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